



Air Travel Consumer Report

A Product Of

THE OFFICE OF AVIATION CONSUMER PROTECTION

Issued: June 2022



Flight Delays¹	April 2022
Mishandled Baggage, Wheelchairs, and Scooters¹	April 2022
Oversales¹	1st Quarter 2022
Consumer Complaints² (Includes Disability and Discrimination Complaints)	April 2022
Airline Animal Incident Reports⁴	April 2022
Customer Service Reports to the Dept. of Homeland Security³	April 2022

¹ Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov>

² Data compiled by the Office of Aviation Consumer Protection. Website: <http://www.transportation.gov/airconsumer>

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Office of Aviation Consumer Protection.

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INTRODUCTION

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Consumer Protection (OACP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into sections (Flight Delays, Mishandled Baggage Wheelchairs and Scooters, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections concerning flight delays, mishandled baggage, wheelchairs and scooters and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section concerning consumer complaints is based on data compiled by the Office of Aviation Consumer Protection. The section concerning customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports airlines are required to submit to the OACP. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the second week of each month. The report is available via the Internet at:

<http://www.transportation.gov/airconsumer>

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop operated and marketed scheduled-service flights between points within the United States (including territories) by the seventeen (17) U.S. air carriers that have at least half of one percent of total domestic scheduled-service passenger revenues.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/categories/. This report includes the 30 largest U.S. airports, except Table 5, which lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

A flight is counted as "on-time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 17 reporting air carriers, 14 carriers (Alaska, Allegiant, Delta, Endeavor, Envoy, Horizon, JetBlue, Republic, Hawaiian, Mesa, SkyWest, Spirit, Southwest, and United) use ACARS, one carrier (American) uses a combination of ACARS and DGS, and two carriers (Frontier and PSA) use a combination of ACARS and a manual system.

A carrier may voluntarily file data for its entire domestic system. Tables 2, 2A, 3, and 4 are limited to the 30 largest airports; Tables 5, 6, 6A, 7 and 7A contain data on flights to/from all airports that were reported.

Tables 1 through 4 display percentages of flight operations that were on-time. Tables 1, 1A, 1B, 2 and 2A present data by marketing or reporting carrier; airlines are ranked by performance in Tables 1/1A and are listed in alphabetical order in Table 2/2A (see Appendix for codes). Table 1B shows marketing carrier rankings by month and Year-to-Date (YTD) on the percentage of flight operations that arrived on time.

Tables 3 and 4 contain information by airport and time of day that a flight operated in 24-hour clock format. All times are local. A 10:50 departure from Atlanta is 10:50 Atlanta time; if that flight arrived in Dallas at 23:45, that is 11:45 p.m. Dallas time. Table 5 lists all airports for which there are reports this month in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 6 and 6A display the number of operations, number of flight cancellations, and percentage of cancellations by air carrier marketing and reporting flights at all airports and for the air carriers' domestic system. Table 7 and 7A displays airline flight delay causation data by categories, and Table 7B provides an overall graphic representation of that data. Table 8 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 8A lists the regularly scheduled international flights with tarmac delays of more than 4 hours.

Except for the flights listed in Tables 8 and 8A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at <https://www.transtats.bts.gov/ONTIME/>

Airline Service Quality Performance data from the most recent six months is available for free download at: <https://www.bts.gov/topics/airlines-and-airports/airline-information-download>. Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <https://www.bts.gov/browse-statistical-products-and-data/bts-publications/airline-service-quality-performance-234-time>. Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp.

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on-time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

AIR TRAVEL CONSUMER REPORT

BRANDED CODESHARE PARTNERS

APRIL 2022

Based on the latest data available to DOT, for the period covered by this Air Travel Consumer Report, American Airlines, Alaska Airlines, Delta Air Lines, and United Airlines were holding out flights operated by their branded codeshare partner airlines. Flight Delay and Consumer Complaints sections of this report contain information on these marketing carriers' networks, which consist of flights operated by carriers as identified below:

American Airlines Branded Codeshare Partners	Alaska Airlines Branded Codeshare Partners	Delta Air Lines Branded Codeshare Partners	United Airlines Branded Codeshare Partners
Envoy Air	Horizon Air	Endeavor Air	Air Wisconsin Airlines
Mesa Airlines	SkyWest Airlines	Republic Airways	Commutair
Piedmont Airlines		SkyWest Airlines	GoJet Airlines
PSA Airlines			Mesa Airlines
Republic Airways			Republic Airways
SkyWest Airlines			SkyWest Airlines

AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING MARKETING CARRIER

APRIL 2022

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
DELTA AIR LINES NETWORK	210	81.9	1
- DELTA AIR LINES	135	81.0	
- BRANDED CODESHARE PARTNERS	185	83.3	
UNITED AIRLINES NETWORK	237	80.9	2
- UNITED AIRLINES	105	80.0	
- BRANDED CODESHARE PARTNERS	218	81.7	
HAWAIIAN AIRLINES	22	80.8	3
AMERICAN AIRLINES NETWORK	229	79.7	4
- AMERICAN AIRLINES	108	77.6	
- BRANDED CODESHARE PARTNERS	217	81.6	
ALASKA AIRLINES NETWORK	103	76.7	5
- ALASKA AIRLINES	78	72.8	
- BRANDED CODESHARE PARTNERS	53	82.5	
SOUTHWEST AIRLINES	107	70.2	6
ALLEGiant AIR	130	59.3	7
SPIRIT AIRLINES	56	58.5	8
FRONTIER AIRLINES	93	58.4	9
JETBLUE AIRWAYS	63	53.3	10
TOTAL AIRPORTS SERVED	366	76.0	

1. All U.S. airlines with at least half of one percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING OPERATING CARRIER

APRIL 2022

AT ALL US AIRPORTS			
CARRIER ¹	NUMBER OF AIRPORTS REPORTED	PERCENT OF ON-TIME ARRIVALS	RANK
ENDEAVOR AIR	109	85.0	1
MESA AIRLINES	100	84.2	2
SKYWEST AIRLINES	241	83.0	3
PSA AIRLINES	100	81.1	4
DELTA AIR LINES	135	81.0	5
HAWAIIAN AIRLINES	22	80.8	6
ENVOY AIR	147	80.7	7
HORIZON AIR	48	80.2	8
UNITED AIRLINES	105	80.0	9
REPUBLIC AIRWAYS	73	79.2	10
AMERICAN AIRLINES	108	77.6	11
ALASKA AIRLINES	78	72.8	12
SOUTHWEST AIRLINES	107	70.2	13
ALLEGiant AIR	130	59.3	14
SPIRIT AIRLINES	56	58.5	15
FRONTIER AIRLINES	93	58.4	16
JETBLUE AIRWAYS	63	53.3	17
TOTAL AIRPORTS SERVED	360	75.7	

1. All U.S. airlines with at least half of one percent of total domestic scheduled service passenger revenues.

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

TABLE 1B. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME BY REPORTING MARKETING CARRIER RANK BY MONTH, AND YEAR-TO-DATE

APRIL 2022

CARRIER ¹	Jan 22		Feb 22		Mar 22		Apr 22		Year-to-date (YTD)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA AIRLINES NETWORK	72.1	6	82.8	3	83.0	2	76.7	5	78.6	3
- ALASKA AIRLINES	70.7		81.1		81.5		72.8		76.5	
- BRANDED CODESHARE PARTNERS	73.9		85.2		85.3		82.5		81.5	
ALLEGiant AIR	65.5	9	65.1	9	57.2	10	59.3	7	61.3	9
AMERICAN AIRLINES NETWORK	78.0	2	73.6	6	81.0	4	79.7	4	78.2	4
- AMERICAN AIRLINES	81.6		71.9		80.7		77.6		78.1	
- BRANDED CODESHARE PARTNERS	74.9		75.1		81.3		81.6		78.3	
DELTA AIR LINES NETWORK	79.4	1	82.8	2	81.4	3	81.9	1	81.4	2
- DELTA AIR LINES	82.4		85.2		81.1		81.0		82.3	
- BRANDED CODESHARE PARTNERS	75.3		79.4		82.0		83.3		80.0	
FRONTIER AIRLINES	69.4	8	68.0	8	57.8	9	58.4	9	63.2	8
HAWAIIAN AIRLINES	77.9	3	87.1	1	84.6	1	80.8	3	82.4	1
JETBLUE AIRWAYS	61.2	10	61.8	10	65.6	8	53.3	10	60.3	10
SOUTHWEST AIRLINES	76.1	4	78.3	4	71.1	6	70.2	6	73.8	6
SPIRIT AIRLINES	74.1	5	71.2	7	68.5	7	58.5	8	67.9	7
UNITED AIRLINES NETWORK	71.2	7	76.3	5	79.0	5	80.9	2	76.9	5
- UNITED AIRLINES	74.3		80.0		79.0		80.0		78.3	
- BRANDED CODESHARE PARTNERS	68.9		73.3		79.0		81.7		75.7	
TOTAL	75.3		76.6		77.2		76.0		76.3	

1. All U.S. airlines with at least half of one percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

APRIL 2022

ARRIVAL AIRPORT*																
CARRIER	ATL		BNA		BOS		BWI		CLT		DAL		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	84	70.2	58	74.1	200	76.5	27	66.7	0	0.0	90	75.6	149	71.1	124	75.0
- ALASKA AIRLINES	84	70.2	58	74.1	200	76.5	27	66.7	0	0.0	70	71.4	149	71.1	124	75.0
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	20	90.0	0	0.0	0	0.0
ALLEGiant AIR	0	0.0	211	51.7	57	86.0	43	58.1	0	0.0	0	0.0	0	0.0	34	61.8
AMERICAN AIRLINES NETWORK	1136	76.5	1300	79.0	2336	82.5	506	77.1	14999	85.4	0	0.0	7187	79.5	714	75.4
- AMERICAN AIRLINES	555	70.3	467	75.6	1764	81.7	308	77.3	7561	83.3	0	0.0	2158	78.5	655	73.7
- BRANDED CODESHARE PARTNERS	581	82.4	833	80.9	572	85.0	198	76.8	7438	87.6	0	0.0	5029	79.9	59	93.2
DELTA AIR LINES NETWORK	20538	84.8	860	80.9	3559	83.1	506	86.8	809	85.2	145	80.0	1486	77.9	983	80.8
- DELTA AIR LINES	17372	84.3	453	82.6	1643	79.5	415	86.3	408	86.0	145	80.0	656	74.8	833	80.2
- BRANDED CODESHARE PARTNERS	3166	87.2	407	79.1	1916	86.1	91	89.0	401	84.3	0	0.0	830	80.4	150	84.0
FRONTIER AIRLINES	426	59.4	52	67.3	91	48.4	128	52.3	107	62.6	0	0.0	88	87.5	1378	70.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	18	77.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	152	50.0	208	52.9	3591	60.7	0	0.0	55	69.1	0	0.0	829	56.1	107	57.9
SOUTHWEST AIRLINES	2522	75.0	3454	73.9	427	69.3	4996	71.0	201	66.2	5015	69.4	1243	74.6	6259	72.0
SPIRIT AIRLINES	724	57.9	146	53.4	364	61.8	481	60.1	107	57.9	0	0.0	0	0.0	150	55.3
UNITED AIRLINES NETWORK	678	81.4	692	81.5	916	83.7	266	86.5	441	82.3	0	0.0	1059	78.1	11861	83.4
- UNITED AIRLINES	262	77.1	166	78.3	856	83.6	248	86.3	0	0.0	0	0.0	396	80.6	6586	84.4
- BRANDED CODESHARE PARTNERS	416	84.1	526	82.5	60	85.0	18	88.9	441	82.3	0	0.0	663	76.6	5275	82.0
TOTAL	26,260	82.0	6,981	74.7	11,559	74.5	6,953	72.0	16,719	84.7	5,250	69.8	12,041	77.0	21,610	78.5

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

APRIL 2022

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	141	75.9	30	76.7	321	59.8	94	68.1	126	75.4	57	84.2	352	73.9	625	75.4
- ALASKA AIRLINES	141	75.9	30	76.7	321	59.8	94	68.1	126	75.4	57	84.2	352	73.9	437	73.7
- BRANDED CODESHARE PARTNERS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	188	79.3
ALLEGiant AIR	0	0.0	0	0.0	58	87.9	315	46.0	23	56.5	0	0.0	0	0.0	761	55.3
AMERICAN AIRLINES NETWORK	20171	79.5	783	72.9	713	64.9	466	71.7	213	86.4	751	77.8	2538	80.7	1091	73.1
- AMERICAN AIRLINES	11093	80.5	335	69.6	676	63.9	466	71.7	115	83.5	475	74.7	1359	80.1	1065	72.7
- BRANDED CODESHARE PARTNERS	9078	78.2	448	75.4	37	83.8	0	0.0	98	89.8	276	83.0	1179	81.4	26	92.3
DELTA AIR LINES NETWORK	944	77.4	8435	83.5	752	66.8	1023	70.1	441	76.2	627	78.8	4392	81.4	1257	79.2
- DELTA AIR LINES	939	77.7	4710	83.9	397	66.0	1023	70.1	171	81.9	542	78.6	2023	76.2	1137	79.3
- BRANDED CODESHARE PARTNERS	5	20.0	3725	82.9	355	67.6	0	0.0	270	72.6	85	80.0	2369	85.9	120	78.3
FRONTIER AIRLINES	222	71.6	67	65.7	0	0.0	213	46.0	0	0.0	65	69.2	0	0.0	1135	59.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	73.3	107	97.2
JETBLUE AIRWAYS	54	51.9	108	49.1	1013	43.8	1920	55.7	0	0.0	59	50.8	3756	54.1	254	47.6
SOUTHWEST AIRLINES	0	0.0	297	62.0	0	0.0	1280	67.5	171	73.1	512	80.1	0	0.0	5785	69.9
SPIRIT AIRLINES	541	56.4	722	61.5	566	47.7	1797	59.3	0	0.0	551	64.6	0	0.0	1762	57.8
UNITED AIRLINES NETWORK	709	77.6	511	80.2	9235	68.1	705	74.0	5195	83.8	9577	84.9	120	87.5	950	80.4
- UNITED AIRLINES	564	74.8	26	92.3	4727	70.8	705	74.0	2352	82.8	4652	83.0	120	87.5	941	80.4
- BRANDED CODESHARE PARTNERS	145	88.3	485	79.6	4508	65.2	0	0.0	2843	84.7	4925	86.7	0	0.0	9	77.8
TOTAL	22,782	78.6	10,953	80.1	12,658	64.9	7,813	62.4	6,169	82.8	12,199	82.8	11,188	71.9	13,727	68.6

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

APRIL 2022

ARRIVAL AIRPORT*

CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	1653	72.8	0	0.0	175	72.6	0	0.0	0	0.0	77	67.5	281	66.5	56	66.1
- ALASKA AIRLINES	890	65.6	0	0.0	175	72.6	0	0.0	0	0.0	60	65.0	260	66.2	56	66.1
- BRANDED CODESHARE PARTNERS	763	81.3	0	0.0	0	0.0	0	0.0	0	0.0	17	76.5	21	71.4	0	0.0
ALLEGiant AIR	117	59.8	0	0.0	0	0.0	39	64.1	0	0.0	46	58.7	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	3189	81.1	3904	74.9	1406	75.5	0	0.0	6395	75.2	540	76.1	9121	80.3	6553	83.2
- AMERICAN AIRLINES	2424	79.2	1843	69.3	1406	75.5	0	0.0	4880	73.4	308	71.8	3787	78.4	2536	80.4
- BRANDED CODESHARE PARTNERS	765	87.2	2061	79.9	0	0.0	0	0.0	1515	81.2	232	81.9	5334	81.6	4017	85.0
DELTA AIR LINES NETWORK	3797	83.1	6605	75.7	1635	71.2	265	74.0	737	67.6	8278	81.2	1092	81.5	498	82.1
- DELTA AIR LINES	2394	79.5	2176	70.5	1635	71.2	90	71.1	737	67.6	4470	83.0	795	79.7	321	83.2
- BRANDED CODESHARE PARTNERS	1403	89.2	4429	78.3	0	0.0	175	75.4	0	0.0	3808	79.1	297	86.2	177	80.2
FRONTIER AIRLINES	0	0.0	87	47.1	1735	42.6	23	39.1	333	51.1	47	76.6	132	56.1	619	47.7
HAWAIIAN AIRLINES	180	92.2	0	0.0	13	92.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	909	55.9	1101	51.9	1557	47.8	0	0.0	323	52.6	60	50.0	74	41.9	141	71.6
SOUTHWEST AIRLINES	2347	70.2	1003	66.9	2956	66.3	5281	70.3	532	57.1	376	58.8	787	64.9	316	66.1
SPIRIT AIRLINES	750	54.0	412	61.9	1932	57.2	0	0.0	566	62.5	166	57.8	613	54.5	457	58.6
UNITED AIRLINES NETWORK	2852	85.1	1060	77.4	1092	77.2	0	0.0	525	66.3	482	77.6	12398	84.7	376	76.3
- UNITED AIRLINES	2054	81.9	527	78.9	1092	77.2	0	0.0	521	66.0	319	77.7	5185	83.5	263	82.9
- BRANDED CODESHARE PARTNERS	798	93.5	533	75.8	0	0.0	0	0.0	4	100.0	163	77.3	7213	85.6	113	61.1
TOTAL	15,794	77.0	14,172	72.6	12,501	62.1	5,608	70.3	9,411	70.7	10,072	79.1	24,498	81.0	9,016	78.3

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING MARKETING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

APRIL 2022

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES NETWORK	441	81.9	1600	81.0	8365	73.9	2111	73.9	269	82.5	69	73.9
- ALASKA AIRLINES	365	82.2	709	72.8	5833	71.0	1047	66.2	44	63.6	69	73.9
- BRANDED CODESHARE PARTNERS	76	80.3	891	87.5	2532	80.5	1064	81.4	225	86.2	0	0.0
ALLEGiant AIR	27	70.4	22	77.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES NETWORK	6349	85.3	533	76.9	517	74.3	815	70.6	403	77.7	1137	73.1
- AMERICAN AIRLINES	3816	83.8	533	76.9	431	71.9	725	68.0	247	72.9	1040	72.4
- BRANDED CODESHARE PARTNERS	2533	87.6	0	0.0	86	86.0	90	91.1	156	85.3	97	80.4
DELTA AIR LINES NETWORK	939	80.7	647	81.0	3467	89.1	994	79.0	6642	87.8	1124	75.0
- DELTA AIR LINES	802	80.4	617	82.2	2240	88.6	712	78.7	4151	85.5	1124	75.0
- BRANDED CODESHARE PARTNERS	137	82.5	30	56.7	1227	90.1	282	79.8	2491	91.7	0	0.0
FRONTIER AIRLINES	364	69.2	147	78.9	29	58.6	131	74.8	101	78.2	455	58.9
HAWAIIAN AIRLINES	30	90.0	60	78.3	60	60.0	60	36.7	0	0.0	0	0.0
JETBLUE AIRWAYS	100	35.0	176	65.3	72	54.2	425	68.2	163	54.0	519	52.6
SOUTHWEST AIRLINES	4756	72.6	2575	75.1	740	67.3	720	68.2	847	65.1	1867	66.6
SPIRIT AIRLINES	144	57.6	111	65.8	79	59.5	0	0.0	0	0.0	701	55.2
UNITED AIRLINES NETWORK	954	87.2	784	81.9	620	82.9	5435	84.5	558	82.1	788	76.0
- UNITED AIRLINES	867	86.7	700	80.6	593	82.5	3506	82.7	90	70.0	783	76.0
- BRANDED CODESHARE PARTNERS	87	92.0	84	92.9	27	92.6	1929	87.8	468	84.4	5	80.0
TOTAL	14,104	79.7	6,655	77.7	13,949	77.5	10,691	78.7	8,983	84.0	6,660	67.5

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING OPERATING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

APRIL 2022

ARRIVAL AIRPORT*																
CARRIER	ATL		BNA		BOS		BWI		CLT		DAL		DCA		DEN	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	84	70.2	58	74.1	200	76.5	27	66.7	0	0.0	70	71.4	149	71.1	124	75.0
ALLEGiant AIR	0	0.0	211	51.7	57	86.0	43	58.1	0	0.0	0	0.0	0	0.0	34	61.8
AMERICAN AIRLINES	555	70.3	467	75.6	1764	81.7	308	77.3	7561	83.3	0	0.0	2158	78.5	655	73.7
DELTA AIR LINES	17372	84.3	453	82.6	1643	79.5	415	86.3	408	86.0	145	80.0	656	74.8	833	80.2
ENDEAVOR AIR	3073	87.3	141	89.4	262	89.7	90	90.0	219	83.1	0	0.0	165	81.2	0	0.0
ENVOY AIR	109	74.3	180	83.3	149	89.3	8	62.5	205	90.2	0	0.0	240	76.3	4	100.0
FRONTIER AIRLINES	426	59.4	52	67.3	91	48.4	128	52.3	107	62.6	0	0.0	88	87.5	1378	70.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	18	77.8	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	152	50.0	208	52.9	3591	60.7	0	0.0	55	69.1	0	0.0	829	56.1	107	57.9
MESA AIRLINES	150	90.0	10	80.0	14	92.9	13	92.3	120	84.2	0	0.0	65	84.6	0	0.0
PSA AIRLINES	91	81.3	231	80.1	0	0.0	7	100.0	5043	86.9	0	0.0	2822	77.6	0	0.0
REPUBLIC AIRWAYS	605	83.8	617	79.7	1964	85.5	155	75.5	700	85.9	0	0.0	2711	82.5	0	0.0
SKYWEST AIRLINES	135	80.7	581	79.5	34	82.4	34	79.4	135	88.9	20	90.0	76	92.1	4907	82.5
SOUTHWEST AIRLINES	2522	75.0	3454	73.9	427	69.3	4996	71.0	201	66.2	5015	69.4	1243	74.6	6259	72.0
SPIRIT AIRLINES	724	57.9	146	53.4	364	61.8	481	60.1	107	57.9	0	0.0	0	0.0	150	55.3
UNITED AIRLINES	262	77.1	166	78.3	856	83.6	248	86.3	0	0.0	0	0.0	396	80.6	6586	84.4
TOTAL	26,260	82.0	6,975	74.6	11,434	74.5	6,953	72.0	14,861	84.3	5,250	69.8	11,598	77.2	21,037	78.5

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING OPERATING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

APRIL 2022

ARRIVAL AIRPORT*																
CARRIER	DFW		DTW		EWR		FLL		IAD		IAH		JFK		LAS	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	141	75.9	30	76.7	321	59.8	94	68.1	126	75.4	57	84.2	352	73.9	437	73.7
ALLEGiant AIR	0	0.0	0	0.0	58	87.9	315	46.0	23	56.5	0	0.0	0	0.0	761	55.3
AMERICAN AIRLINES	11093	80.5	335	69.6	676	63.9	466	71.7	115	83.5	475	74.7	1359	80.1	1065	72.7
DELTA AIR LINES	939	77.7	4710	83.9	397	66.0	1023	70.1	171	81.9	542	78.6	2023	76.2	1137	79.3
ENDEAVOR AIR	0	0.0	1358	89.7	179	72.1	0	0.0	0	0.0	0	0.0	1598	88.1	0	0.0
ENVOY AIR	4761	81.0	80	77.5	5	100.0	0	0.0	4	100.0	54	79.6	0	0.0	0	0.0
FRONTIER AIRLINES	222	71.6	67	65.7	0	0.0	213	46.0	0	0.0	65	69.2	0	0.0	1135	59.9
HAWAIIAN AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	30	73.3	107	97.2
HORIZON AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	106	78.3
JETBLUE AIRWAYS	54	51.9	108	49.1	1013	43.8	1920	55.7	0	0.0	59	50.8	3756	54.1	254	47.6
MESA AIRLINES	1579	80.7	52	86.5	0	0.0	0	0.0	937	86.8	1715	87.8	0	0.0	0	0.0
PSA AIRLINES	63	82.5	111	73.0	4	75.0	0	0.0	94	89.4	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	5	100.0	477	77.6	2942	66.0	0	0.0	613	81.2	105	83.8	1950	81.4	0	0.0
SKYWEST AIRLINES	2829	72.1	2555	78.7	115	68.7	0	0.0	333	75.4	1521	86.3	0	0.0	237	80.6
SOUTHWEST AIRLINES	0	0.0	297	62.0	0	0.0	1280	67.5	171	73.1	512	80.1	0	0.0	5785	69.9
SPIRIT AIRLINES	541	56.4	722	61.5	566	47.7	1797	59.3	0	0.0	551	64.6	0	0.0	1762	57.8
UNITED AIRLINES	564	74.8	26	92.3	4727	70.8	705	74.0	2352	82.8	4652	83.0	120	87.5	941	80.4
TOTAL	22,791	78.6	10,928	80.0	11,003	65.0	7,813	62.4	4,939	82.3	10,308	82.3	11,188	71.9	13,727	68.6

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING OPERATING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

APRIL 2022

ARRIVAL AIRPORT*																
CARRIER	LAX		LGA		MCO		MDW		MIA		MSP		ORD		PHL	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	890	65.6	0	0.0	175	72.6	0	0.0	0	0.0	60	65.0	260	66.2	56	66.1
ALLEGiant AIR	117	59.8	0	0.0	0	0.0	39	64.1	0	0.0	46	58.7	0	0.0	0	0.0
AMERICAN AIRLINES	2424	79.2	1843	69.3	1406	75.5	0	0.0	4880	73.4	308	71.8	3787	78.4	2536	80.4
DELTA AIR LINES	2394	79.5	2176	70.5	1635	71.2	90	71.1	737	67.6	4470	83.0	795	79.7	321	83.2
ENDEAVOR AIR	0	0.0	2881	78.8	0	0.0	17	94.1	0	0.0	796	85.8	65	90.8	1	100.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	1475	81.2	27	70.4	3511	81.8	0	0.0
FRONTIER AIRLINES	0	0.0	87	47.1	1735	42.6	23	39.1	333	51.1	47	76.6	132	56.1	619	47.7
HAWAIIAN AIRLINES	180	92.2	0	0.0	13	92.3	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
HORIZON AIR	92	72.8	0	0.0	0	0.0	0	0.0	0	0.0	17	76.5	21	71.4	0	0.0
JETBLUE AIRWAYS	909	55.9	1101	51.9	1557	47.8	0	0.0	323	52.6	60	50.0	74	41.9	141	71.6
MESA AIRLINES	0	0.0	178	84.3	0	0.0	0	0.0	4	100.0	9	100.0	57	89.5	0	0.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	63	82.5	0	0.0	1717	80.8
REPUBLIC AIRWAYS	0	0.0	3661	78.8	0	0.0	0	0.0	40	80.0	214	80.4	1485	85.4	935	89.1
SKYWEST AIRLINES	3637	88.5	102	76.5	0	0.0	158	73.4	0	0.0	3094	77.3	4574	83.9	126	74.6
SOUTHWEST AIRLINES	2347	70.2	1003	66.9	2956	66.3	5281	70.3	532	57.1	376	58.8	787	64.9	316	66.1
SPIRIT AIRLINES	750	54.0	412	61.9	1932	57.2	0	0.0	566	62.5	166	57.8	613	54.5	457	58.6
UNITED AIRLINES	2054	81.9	527	78.9	1092	77.2	0	0.0	521	66.0	319	77.7	5185	83.5	263	82.9
TOTAL	15,794	77.0	13,971	72.7	12,501	62.1	5,608	70.3	9,411	70.7	10,072	79.1	21,346	80.4	7,488	76.8

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2A. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON-TIME BY REPORTING OPERATING CARRIER AND AIRPORT (30 LARGEST AIRPORTS)

APRIL 2022

ARRIVAL AIRPORT*												
CARRIER	PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME	# OF ARR	% ON TIME
ALASKA AIRLINES	365	82.2	709	72.8	5833	71.0	1047	66.2	44	63.6	69	73.9
ALLEGiant AIR	27	70.4	22	77.3	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN AIRLINES	3816	83.8	533	76.9	431	71.9	725	68.0	247	72.9	1040	72.4
DELTA AIR LINES	802	80.4	617	82.2	2240	88.6	712	78.7	4151	85.5	1124	75.0
ENDEAVOR AIR	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY AIR	0	0.0	0	0.0	0	0.0	0	0.0	4	50.0	85	83.5
FRONTIER AIRLINES	364	69.2	147	78.9	29	58.6	131	74.8	101	78.2	455	58.9
HAWAIIAN AIRLINES	30	90.0	60	78.3	60	60.0	60	36.7	0	0.0	0	0.0
HORIZON AIR	72	80.6	48	81.3	2252	80.2	104	73.1	38	86.8	0	0.0
JETBLUE AIRWAYS	100	35.0	176	65.3	72	54.2	425	68.2	163	54.0	519	52.6
MESA AIRLINES	1041	85.8	0	0.0	0	0.0	0	0.0	86	84.9	5	80.0
PSA AIRLINES	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	12	58.3
SKYWEST AIRLINES	1720	88.5	957	87.4	1620	88.6	3261	85.6	3212	90.3	0	0.0
SOUTHWEST AIRLINES	4756	72.6	2575	75.1	740	67.3	720	68.2	847	65.1	1867	66.6
SPIRIT AIRLINES	144	57.6	111	65.8	79	59.5	0	0.0	0	0.0	701	55.2
UNITED AIRLINES	867	86.7	700	80.6	593	82.5	3506	82.7	90	70.0	783	76.0
TOTAL	14,104	79.7	6,655	77.7	13,949	77.5	10,691	78.7	8,983	84.0	6,660	67.5

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF REPORTING OPERATING CARRIERS FLIGHT OPERATIONS ARRIVING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

APRIL 2022

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	82.6	84.1	71.1	86.0	86.7	89.5	85.9	91.3	94.8	86.4	67.4	69.8	83.7	85.7	81.2	90.1
0700-0759	90.4	90.1	83.4	87.6	87.6	93.0	89.9	87.1	85.4	88.0	85.9	65.3	89.1	83.6	77.0	85.5
0800-0859	86.4	81.8	83.4	84.9	89.9	87.5	83.6	88.4	91.6	84.8	82.0	69.3	44.4	87.1	75.4	83.9
0900-0959	87.1	83.3	77.8	85.8	87.7	85.0	82.1	86.9	83.1	89.9	83.5	72.5	87.5	80.6	81.1	79.3
1000-1059	88.2	85.0	86.6	80.4	90.3	89.7	84.8	88.4	85.9	78.9	85.6	77.7	87.4	84.9	86.6	82.4
1100-1159	88.9	79.2	87.9	84.9	88.6	82.5	83.9	83.6	86.3	86.2	81.4	71.0	88.8	87.2	82.9	75.5
1200-1259	87.3	84.8	77.9	78.4	88.4	74.0	82.8	84.8	82.8	85.3	77.2	68.9	86.7	87.8	72.1	77.1
1300-1359	85.4	78.0	81.2	77.4	85.5	81.8	78.4	79.8	83.5	83.7	77.0	64.8	88.9	87.5	82.7	73.6
1400-1459	83.4	80.3	76.4	76.7	87.3	80.2	79.0	79.8	81.6	82.2	69.8	61.3	75.0	76.7	72.2	66.7
1500-1559	80.7	73.0	79.4	71.5	84.0	73.0	78.1	68.7	78.2	79.9	64.8	59.6	85.5	83.9	80.4	65.5
1600-1659	81.0	73.2	74.2	77.2	81.0	60.1	72.6	77.1	77.3	77.9	57.3	61.2	76.6	83.6	74.2	64.5
1700-1759	82.3	71.5	64.8	71.4	79.7	59.7	73.1	71.5	74.6	76.4	55.5	54.1	72.7	81.1	69.5	60.6
1800-1859	77.2	68.4	73.4	67.0	78.7	59.3	71.6	70.7	71.6	71.8	43.4	57.9	75.7	78.1	67.5	63.0
1900-1959	77.4	67.1	67.4	68.9	78.6	54.1	73.6	73.1	67.0	77.9	41.0	50.0	90.1	75.5	66.1	61.7
2000-2059	76.9	64.1	68.9	57.1	78.4	57.2	69.1	68.4	68.8	79.5	36.4	51.1	82.2	80.5	67.9	64.9
2100-2159	72.1	60.5	65.1	50.9	78.2	52.8	71.8	66.2	69.8	73.3	48.6	58.0	77.2	81.7	54.0	59.2
2200-2259	74.7	69.3	63.9	56.6	70.0	47.9	68.4	67.3	69.2	66.5	54.5	55.2	70.9	70.1	64.7	60.2
2300-0559	65.1	58.7	67.7	58.0	73.1	53.9	67.5	62.5	65.9	62.8	68.2	57.0	80.2	73.5	63.3	50.1
TOTAL	82.0	74.6	74.5	72.0	84.3	69.8	77.2	78.5	78.6	80.0	65.0	62.4	82.3	82.3	71.9	68.6

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF REPORTING OPERATING CARRIERS FLIGHT OPERATIONS ARRIVING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

APRIL 2022

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.2	97.2	58.8	91.8	79.8	86.1	82.1	86.1	92.7	0.0	89.7	92.6	85.0	65.3	84.6
0700-0759	92.2	89.5	74.4	87.3	83.7	87.1	89.2	87.5	90.4	91.7	85.8	93.2	93.2	89.6	87.7
0800-0859	85.3	86.7	74.3	87.8	84.7	89.6	89.9	80.7	90.3	90.6	85.1	86.2	93.0	82.2	85.8
0900-0959	83.6	87.7	75.1	87.1	87.2	84.6	85.9	90.8	86.4	88.2	84.7	85.5	85.9	82.2	84.5
1000-1059	81.0	84.0	74.7	79.2	77.3	83.1	85.5	75.4	89.4	82.8	81.8	81.7	87.5	79.2	84.4
1100-1159	78.8	82.0	73.3	88.4	79.6	84.0	88.3	80.8	86.5	83.6	83.2	78.5	84.0	81.5	83.7
1200-1259	79.1	78.7	69.6	78.4	74.4	82.1	87.4	81.3	84.4	81.0	85.2	81.3	87.1	75.2	81.8
1300-1359	81.9	75.9	66.6	80.1	68.1	82.0	86.9	81.3	82.5	83.3	81.7	81.0	86.4	71.3	80.9
1400-1459	76.5	74.2	65.6	76.3	71.9	79.4	79.6	81.2	77.5	82.5	82.9	84.8	89.0	67.5	78.0
1500-1559	76.9	73.5	67.0	71.5	70.7	79.0	73.8	68.1	80.5	75.2	79.7	81.6	81.8	69.3	76.6
1600-1659	73.3	72.3	61.0	63.4	67.3	76.1	74.7	75.4	79.7	79.2	71.9	69.3	83.9	67.6	73.5
1700-1759	81.9	65.7	60.5	66.1	66.9	73.2	78.0	74.4	76.1	67.0	72.4	81.9	72.4	62.2	72.6
1800-1859	77.4	59.6	59.0	63.6	56.6	73.6	71.6	67.9	72.1	74.9	74.1	77.2	58.6	61.7	69.4
1900-1959	80.1	60.0	57.1	58.5	57.9	75.9	73.0	68.7	75.9	65.1	68.0	72.3	84.4	60.8	70.0
2000-2059	72.3	59.8	50.6	52.8	60.6	71.7	75.2	65.1	66.7	70.7	71.0	71.2	81.9	54.6	67.5
2100-2159	71.0	56.7	49.4	52.3	63.5	71.6	69.4	68.4	58.2	75.5	69.8	73.2	81.7	59.9	65.9
2200-2259	62.4	58.4	47.8	49.2	55.9	68.2	65.0	65.3	60.3	63.2	64.7	67.3	73.6	57.2	62.8
2300-0559	61.3	66.5	51.1	54.3	59.7	71.0	74.3	61.8	63.6	75.2	69.9	65.4	55.8	55.0	63.1
TOTAL	77.0	72.7	62.1	70.3	70.7	79.1	80.4	76.8	79.7	77.7	77.5	78.7	84.0	67.5	76.1

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF REPORTING OPERATING CARRIERS FLIGHT OPERATIONS DEPARTING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

APRIL 2022

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BNA	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS
0600-0659	85.3	89.1	87.5	84.7	92.8	88.6	90.6	90.0	80.8	88.1	85.8	81.6	90.1	89.8	78.6	91.4
0700-0759	86.8	85.4	82.1	77.7	90.4	85.4	84.2	87.9	88.4	85.5	78.2	81.4	89.4	85.2	83.1	83.8
0800-0859	86.2	81.8	82.4	74.0	88.2	84.3	85.6	84.0	87.1	84.9	74.8	75.5	89.0	88.0	80.5	79.2
0900-0959	83.1	76.9	78.6	56.9	91.1	82.1	83.9	83.7	85.4	85.4	79.7	66.7	88.5	84.4	76.1	79.3
1000-1059	81.6	75.9	73.9	66.4	88.7	79.9	83.6	81.4	81.8	81.7	79.4	67.0	90.9	85.6	73.1	76.8
1100-1159	84.5	79.0	73.9	62.0	89.1	76.5	82.4	83.7	78.9	82.6	76.8	68.9	96.9	81.0	80.3	76.1
1200-1259	85.1	77.6	82.0	65.6	86.4	63.7	77.9	66.6	80.6	80.3	73.7	69.4	86.5	83.8	75.7	69.3
1300-1359	79.5	78.4	77.8	56.1	85.2	59.3	74.3	76.5	72.4	81.2	73.4	58.9	82.8	81.6	68.0	70.2
1400-1459	79.4	74.5	72.7	45.5	79.8	67.3	75.5	54.3	77.4	80.5	70.3	53.9	100.0	78.4	71.2	59.8
1500-1559	75.3	69.0	74.4	45.9	80.0	68.0	73.8	64.6	71.1	74.9	61.7	57.8	75.0	67.9	64.9	59.4
1600-1659	72.0	64.0	71.0	45.6	78.5	53.5	64.3	56.5	74.2	76.6	56.0	50.3	84.8	77.7	73.1	54.2
1700-1759	72.6	71.2	66.3	51.5	78.6	43.2	68.0	71.1	74.4	74.5	54.8	54.4	76.4	68.3	61.6	52.5
1800-1859	71.1	65.5	63.1	57.2	77.4	52.6	66.2	59.9	69.4	70.9	52.7	48.1	80.1	73.1	61.0	52.0
1900-1959	68.0	63.1	62.8	39.2	69.6	44.5	66.3	63.9	68.4	63.1	45.1	49.9	73.2	72.6	60.5	52.6
2000-2059	71.6	48.1	63.9	43.6	76.8	46.6	73.2	59.7	67.4	73.8	39.8	47.1	75.0	73.1	57.2	46.0
2100-2159	72.9	56.4	56.7	19.0	80.8	36.9	69.7	62.7	70.3	77.9	38.0	48.1	66.7	76.4	57.9	43.9
2200-2259	69.7	43.1	63.8	19.5	72.3	33.9	71.1	53.6	76.0	79.7	36.4	39.1	73.9	73.9	45.1	57.8
2300-0559	68.7	90.0	87.1	75.6	95.2	0.0	85.3	84.0	89.3	73.3	85.6	82.4	97.1	85.9	73.8	70.7
TOTAL	77.5	74.3	75.0	56.1	82.7	64.0	76.8	72.6	76.6	79.5	64.8	61.5	82.1	79.4	69.6	67.1

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF REPORTING OPERATING CARRIERS FLIGHT OPERATIONS DEPARTING ON-TIME BY AIRPORT AND TIME OF DAY (30 LARGEST AIRPORTS)

APRIL 2022

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LAX	LGA	MCO	MDW	MIA	MSP	ORD	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	89.0	85.9	79.3	91.7	86.3	89.4	87.0	85.4	90.2	94.5	87.6	93.4	92.6	87.0	87.5
0700-0759	89.0	83.8	76.0	79.6	81.2	87.6	88.6	81.9	89.4	91.1	88.1	89.3	95.1	83.0	85.0
0800-0859	88.1	86.6	76.3	74.7	85.1	87.8	89.2	89.2	87.6	88.0	86.5	87.9	90.6	82.2	85.2
0900-0959	83.7	84.4	70.1	82.5	80.7	83.7	85.7	83.8	80.0	88.1	84.0	86.6	87.5	80.4	82.2
1000-1059	79.6	82.9	70.4	75.9	75.5	86.1	83.6	87.0	82.8	88.1	82.6	82.2	81.3	71.0	80.6
1100-1159	77.7	76.8	69.8	69.7	70.2	83.3	79.8	77.0	80.1	81.1	79.3	80.5	86.2	73.3	80.1
1200-1259	74.7	78.0	68.6	72.5	71.7	79.9	81.3	73.4	82.6	73.0	80.8	78.3	80.2	73.5	77.8
1300-1359	73.8	73.7	64.1	61.7	69.9	78.6	82.5	77.5	76.2	76.2	80.7	78.6	83.6	68.2	75.5
1400-1459	76.0	72.7	56.0	52.6	64.2	71.7	77.5	72.4	67.9	74.9	74.4	74.7	78.0	63.5	71.9
1500-1559	70.3	67.4	56.6	51.7	60.2	76.0	71.7	79.0	71.5	73.2	78.3	78.5	83.8	64.8	69.9
1600-1659	73.0	66.6	57.2	52.3	59.2	73.2	67.0	64.2	68.9	67.8	73.1	79.2	77.4	58.5	68.1
1700-1759	67.1	63.3	54.3	47.2	61.6	69.2	71.8	71.4	69.4	81.7	71.8	70.8	81.5	60.1	67.6
1800-1859	77.6	61.1	50.7	48.9	56.6	72.2	74.2	71.0	64.1	62.4	73.5	82.4	64.0	60.8	67.0
1900-1959	78.4	60.8	51.7	40.6	62.5	74.5	70.4	70.0	54.5	72.2	75.3	82.5	56.1	57.6	63.9
2000-2059	70.5	61.3	44.4	30.9	63.5	74.5	72.7	67.6	73.9	66.7	66.1	74.2	81.8	54.9	65.0
2100-2159	69.0	59.6	42.0	27.8	58.5	75.1	78.6	44.0	41.9	63.6	63.7	68.9	89.3	47.5	61.4
2200-2259	72.3	56.6	31.3	24.3	60.7	78.7	66.7	59.4	51.5	83.2	74.0	72.7	85.9	54.5	64.0
2300-0559	75.8	83.6	69.9	87.3	75.7	84.4	81.3	80.3	82.0	92.7	80.4	73.8	81.2	85.6	79.0
TOTAL	78.1	73.5	61.9	59.9	68.3	79.5	79.3	78.5	75.7	79.8	78.7	80.3	84.5	70.1	74.5

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
APRIL 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	88.3	90.0	60	60
Abilene, TX (ABI)	83.1	89.5	172	172
Adak Island, AK (ADK)	100.0	77.8	9	9
Aguadilla, PR (BQN)	56.1	56.1	171	171
Akron, OH (CAK)	66.5	69.0	200	200
Alamosa, CO (ALS)	92.0	94.0	50	50
Albany, GA (ABY)	86.7	90.4	83	83
Albany, NY (ALB)	71.9	78.0	1057	1057
Albuquerque, NM (ABQ)	76.0	79.7	1628	1629
Alexandria, LA (AEX)	88.7	85.9	177	177
Allentown/Bethlehem/Easton, PA (ABE)	78.1	87.4	398	397
Alpena, MI (APN)	74.5	76.5	51	51
Amarillo, TX (AMA)	78.0	83.4	428	428
Anchorage, AK (ANC)	81.8	86.1	1562	1562
Appleton, WI (ATW)	71.5	80.3	431	432
Arcata/Eureka, CA (ACV)	82.2	87.2	180	180
Asheville, NC (AVL)	72.5	78.2	629	628
Ashland, WV (HTS)	62.5	37.5	24	24
Aspen, CO (ASE)	67.4	68.7	261	262
Atlanta, GA (ATL)	82.0	77.5	26260	26248
Atlantic City, NJ (ACY)	58.0	64.6	281	280
Augusta, GA (AGS)	72.7	72.2	432	432
Austin, TX (AUS)	74.7	74.8	7568	7571
Bakersfield, CA (BFL)	78.9	89.2	223	222
Baltimore, MD (BWI)	72.0	56.1	6953	6947
Bangor, ME (BGR)	79.9	82.7	437	434
Barrow, AK (BRW)	100.0	86.7	30	30
Baton Rouge, LA (BTR)	80.0	82.5	325	325
Beaumont/Port Arthur, TX (BPT)	87.2	92.3	78	78
Bellefonte, PA (BLF)	69.9	64.4	103	104
Bellingham, WA (BLI)	78.8	85.0	326	326
Bemidji, MN (BJI)	73.3	81.7	60	60
Bend/Redmond, OR (RDM)	84.6	87.0	675	675
Bethel, AK (BET)	91.7	95.0	60	60
Billings, MT (BIL)	80.6	84.1	283	283
Binghamton, NY (BGM)	80.0	80.0	30	30
Birmingham, AL (BHM)	74.5	78.5	1205	1207
Bismarck/Mandan, ND (BIS)	72.6	74.3	307	307
Bloomington/Normal, IL (BMI)	83.7	86.5	208	208
Boise, ID (BOI)	81.5	87.6	1989	1988
Boston, MA (BOS)	74.5	75.0	11434	11430

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bozeman, MT (BZN)	78.8	83.5	692	692
Brainerd, MN (BRD)	88.2	86.3	51	51
Bristol/Johnson City/Kingsport, TN (TRI)	83.8	84.2	240	240
Brownsville, TX (BRO)	80.2	79.3	116	116
Brunswick, GA (BQK)	85.5	88.0	83	83
Buffalo, NY (BUF)	69.8	76.2	1662	1661
Burbank, CA (BUR)	73.0	74.3	2630	2624
Burlington, VT (BTV)	74.4	79.1	624	623
Butte, MT (BTM)	85.4	95.8	48	48
Cape Girardeau, MO (CGI)	83.1	86.2	59	58
Casper, WY (CPR)	81.8	81.7	110	109
Cedar City, UT (CDC)	100.0	98.0	51	51
Cedar Rapids/Iowa City, IA (CID)	78.9	81.1	646	647
Champaign/Urbana, IL (CMI)	81.3	88.6	123	123
Charleston, SC (CHS)	71.1	74.5	2188	2187
Charleston/Dunbar, WV (CRW)	81.9	82.2	265	264
Charlotte Amalie, VI (STT)	71.7	72.4	537	536
Charlotte, NC (CLT)	84.3	82.7	14861	14868
Charlottesville, VA (CHO)	82.2	85.0	287	286
Chattanooga, TN (CHA)	80.3	85.2	467	467
Cheyenne, WY (CYS)	91.5	96.6	59	59
Chicago, IL (MDW)	70.3	59.9	5608	5600
Chicago, IL (ORD)	80.4	79.3	21346	21358
Christiansted, VI (STX)	73.4	83.0	94	94
Cincinnati, OH (CVG)	73.8	80.8	3047	3047
Clarksburg/Fairmont, WV (CKB)	78.2	75.5	101	102
Cleveland, OH (CLE)	72.9	78.4	3374	3373
Cody, WY (COD)	78.0	81.0	100	100
College Station/Bryan, TX (CLL)	78.2	84.0	119	119
Colorado Springs, CO (COS)	78.6	82.6	1003	1003
Columbia, MO (COU)	77.6	74.8	143	143
Columbia, SC (CAE)	83.4	86.0	421	421
Columbus, GA (CSG)	88.6	92.1	166	165
Columbus, MS (GTR)	83.5	88.2	85	85
Columbus, OH (CMH)	74.5	79.6	3273	3275
Columbus, OH (LCK)	58.5	55.3	94	94
Concord, NC (USA)	69.2	61.5	91	91
Cordova, AK (CDV)	76.7	80.0	60	60
Corpus Christi, TX (CRP)	76.8	84.7	314	314
Dallas, TX (DAL)	69.8	64.0	5250	5249
Dallas/Fort Worth, TX (DFW)	78.6	76.6	22791	22822

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
APRIL 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Dayton, OH (DAY)	80.0	85.1	559	558
Daytona Beach, FL (DAB)	79.7	81.5	271	271
Deadhorse, AK (SCC)	88.2	91.2	34	34
Decatur, IL (DEC)	92.5	93.4	106	106
Del Rio, TX (DRT)	88.1	86.4	59	59
Denver, CO (DEN)	78.5	72.6	21037	21027
Des Moines, IA (DSM)	76.0	85.7	1174	1173
Detroit, MI (DTW)	80.0	79.5	10928	10926
Devils Lake, ND (DVL)	73.2	75.0	56	56
Dickinson, ND (DIK)	62.5	57.1	8	7
Dillingham, AK (DLG)	86.7	83.3	30	30
Dodge City, KS (DDC)	96.1	88.2	51	51
Dothan, AL (DHN)	83.1	89.2	83	83
Dubuque, IA (DBQ)	76.3	93.2	59	59
Duluth, MN (DLH)	78.0	82.4	177	176
Durango, CO (DRO)	85.0	88.6	246	246
Eagle, CO (EGE)	85.3	82.1	156	156
Eau Claire, WI (EAU)	82.7	90.4	52	52
El Paso, TX (ELP)	77.7	83.3	1396	1398
Elko, NV (EKO)	86.7	93.3	30	30
Elmira/Corning, NY (ELM)	73.2	69.7	97	99
Erie, PA (ERI)	100.0	100.0	4	4
Escanaba, MI (ESC)	75.0	88.3	60	60
Eugene, OR (EUG)	79.8	84.2	748	748
Evansville, IN (EVV)	79.2	87.9	173	173
Everett, WA (PAE)	75.8	80.9	451	451
Fairbanks, AK (FAI)	78.0	82.0	350	350
Fargo, ND (FAR)	71.7	77.2	477	478
Fayetteville, AR (XNA)	78.1	81.9	839	838
Fayetteville, NC (FAY)	86.9	92.9	199	198
Flagstaff, AZ (FLG)	85.1	86.6	202	201
Flint, MI (FNT)	58.2	72.0	287	286
Fort Dodge, IA (FOD)	84.3	92.2	51	51
Fort Lauderdale, FL (FLL)	62.4	61.5	7813	7822
Fort Leonard Wood, MO (TBN)	92.6	92.6	54	54
Fort Myers, FL (RSW)	62.9	63.6	4105	4113
Fort Smith, AR (FSM)	84.6	87.8	123	123
Fort Wayne, IN (FWA)	76.4	76.4	402	402
Fresno, CA (FAT)	82.8	82.9	872	871
Gainesville, FL (GNV)	81.7	82.0	323	323
Garden City, KS (GCK)	75.0	91.7	60	60

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Gillette, WY (GCC)	82.7	84.6	52	52
Grand Forks, ND (GFK)	72.8	74.5	136	137
Grand Island, NE (GRI)	81.1	78.4	74	74
Grand Junction, CO (GJT)	86.6	87.7	268	269
Grand Rapids, MI (GRR)	70.6	79.6	1396	1393
Great Falls, MT (GTF)	88.7	83.6	195	195
Green Bay, WI (GRB)	77.4	87.2	337	337
Greensboro/High Point, NC (GSO)	80.6	83.4	794	793
Greer, SC (GSP)	80.3	84.3	1031	1030
Guam, TT (GUM)	83.3	88.3	60	60
Gulfport/Biloxi, MS (GPT)	84.4	84.0	256	256
Gunnison, CO (GUC)	80.0	86.2	65	65
Hagerstown, MD (HGR)	57.9	47.4	19	19
Hancock/Houghton, MI (CMX)	63.5	67.3	52	52
Harlingen/San Benito, TX (HRL)	80.8	80.5	338	338
Harrisburg, PA (MDT)	77.1	78.9	441	441
Hartford, CT (BDL)	68.7	73.1	2119	2118
Hattiesburg/Laurel, MS (PIB)	76.5	72.5	51	51
Hayden, CO (HDN)	84.3	87.9	140	140
Hays, KS (HYS)	83.1	86.4	59	59
Helena, MT (HLN)	91.3	91.3	150	150
Hibbing, MN (HIB)	94.1	88.2	51	51
Hilo, HI (ITO)	81.8	84.3	501	503
Hilton Head, SC (HHH)	81.4	75.7	215	214
Hobbs, NM (HOB)	88.4	88.4	43	43
Honolulu, HI (HNL)	78.2	80.7	4519	4517
Houston, TX (HOU)	73.6	66.9	4014	4011
Houston, TX (IAH)	82.3	79.4	10308	10308
Huntsville, AL (HSV)	79.1	84.3	669	668
Idaho Falls, ID (IDA)	78.1	86.3	366	364
Indianapolis, IN (IND)	73.2	79.9	3476	3479
International Falls, MN (INL)	79.1	86.0	43	43
Iron Mountain/Kingsfd, MI (IMT)	83.3	80.0	60	60
Islip, NY (ISP)	59.8	64.2	460	461
Ithaca/Cortland, NY (ITH)	83.7	88.4	86	86
Jackson, WY (JAC)	76.7	80.0	103	105
Jackson/Vicksburg, MS (JAN)	77.5	81.1	641	639
Jacksonville, FL (JAX)	70.2	72.9	2389	2391
Jacksonville/Camp Lejeune, NC (OAJ)	87.3	87.8	181	181
Jamestown, ND (JMS)	77.9	75.6	86	86
Johnstown, PA (JST)	79.7	75.9	59	58

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
APRIL 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Joplin, MO (JLN)	81.3	83.3	48	48
Juneau, AK (JNU)	78.4	82.4	348	347
Kahului, HI (OGG)	76.2	72.4	2451	2452
Kalamazoo, MI (AZO)	83.0	89.8	147	147
Kalispell, MT (FCA)	82.3	89.2	277	277
Kansas City, MO (MCI)	74.1	79.8	3525	3528
Kearney, NE (EAR)	83.0	92.5	53	53
Ketchikan, AK (KTN)	72.9	79.7	177	177
Key West, FL (EYW)	77.1	69.8	769	769
Killeen, TX (GRK)	81.9	83.5	182	182
King Salmon, AK (AKN)	76.7	80.0	30	30
Knoxville, TN (TYS)	76.7	86.2	1106	1105
Kodiak, AK (ADQ)	89.2	97.3	74	74
Kona, HI (KOA)	79.6	80.7	1323	1323
Kotzebue, AK (OTZ)	90.0	96.7	60	60
La Crosse, WI (LSE)	74.8	90.2	123	123
Lafayette, LA (LFT)	81.5	78.4	329	329
Lake Charles, LA (LCH)	84.4	87.8	90	90
Lansing, MI (LAN)	85.7	89.1	175	175
Laramie, WY (LAR)	62.0	62.0	50	50
Laredo, TX (LRD)	81.7	78.6	126	126
Las Vegas, NV (LAS)	68.6	67.1	13727	13712
Latrobe, PA (LBE)	58.4	74.0	77	77
Lawton/Fort Sill, OK (LAW)	79.3	83.6	116	116
Lewisburg, WV (LWB)	76.7	75.0	60	60
Lewiston, ID (LWS)	92.2	95.6	90	90
Lexington, KY (LEX)	80.6	84.6	602	603
Liberal, KS (LBL)	93.9	93.9	49	49
Lihue, HI (LIH)	80.1	84.3	1219	1218
Lincoln, NE (LNK)		100.0	0	1
Little Rock, AR (LIT)	76.4	80.3	812	811
Long Beach, CA (LGB)	78.8	72.9	1276	1275
Longview, TX (GGG)	85.9	85.9	85	85
Los Angeles, CA (LAX)	77.0	78.1	15794	15791
Louisville, KY (SDF)	75.7	79.0	1627	1627
Lubbock, TX (LBB)	76.0	82.3	504	504
Lynchburg, VA (LYH)	100.0	100.0	1	1
Madison, WI (MSN)	78.0	85.2	818	819
Manchester, NH (MHT)	68.7	77.6	508	509
Manhattan/Ft. Riley, KS (MHK)	83.3	89.3	150	149
Marquette, MI (MQT)	79.3	84.5	116	116

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Mason City, IA (MCW)	84.3	86.3	51	51
Medford, OR (MFR)	83.5	87.4	668	667
Melbourne, FL (MLB)	79.3	82.2	242	241
Memphis, TN (MEM)	72.4	75.5	1671	1671
Meridian, MS (MEI)	69.2	72.2	78	79
Miami, FL (MIA)	70.7	68.3	9411	9408
Midland/Odessa, TX (MAF)	80.0	87.5	756	754
Milwaukee, WI (MKE)	73.3	80.8	2129	2132
Minneapolis, MN (MSP)	79.1	79.5	10072	10077
Minot, ND (MOT)	65.4	65.4	188	188
Mission/McAllen/Edinburg, TX (MFE)	70.8	75.8	277	277
Missoula, MT (MSO)	76.7	84.0	288	288
Moab, UT (CNY)	90.4	82.7	52	52
Mobile, AL (MOB)	77.5	75.5	311	310
Moline, IL (MLI)	81.5	87.6	362	362
Monroe, LA (MLU)	87.1	82.8	163	163
Monterey, CA (MRY)	81.5	84.3	351	350
Montgomery, AL (MGM)	79.1	81.9	239	238
Montrose/Delta, CO (MTJ)	85.2	87.5	176	176
Mosinee, WI (CWA)	84.0	94.0	150	150
Muskegon, MI (MKG)	90.7	95.3	43	43
Myrtle Beach, SC (MYR)	73.8	77.8	1318	1321
Nashville, TN (BNA)	74.6	74.3	6975	6976
New Bern/Morehead/Beaufort, NC (EWN)	89.2	91.0	111	111
New Orleans, LA (MSY)	72.1	73.1	3936	3927
New York, NY (JFK)	71.9	69.6	11188	11190
New York, NY (LGA)	72.7	73.5	13971	13975
Newark, NJ (EWR)	65.0	64.8	11003	10993
Newburgh/Poughkeepsie, NY (SWF)	48.7	44.9	78	78
Newport News/Williamsburg, VA (PHF)	88.0	88.5	25	26
Niagara Falls, NY (IAG)	64.2	58.5	53	53
Nome, AK (OME)	95.0	95.0	60	60
Norfolk, VA (ORF)	74.6	81.2	1874	1875
North Bend/Coos Bay, OR (OTH)	47.6	52.4	21	21
North Platte, NE (LBF)	76.9	88.5	52	52
Oakland, CA (OAK)	73.9	74.6	3725	3726
Ogden, UT (OGD)	75.0	25.0	4	4
Ogdensburg, NY (OGS)	65.6	71.9	32	32
Oklahoma City, OK (OKC)	74.1	84.6	1587	1589
Omaha, NE (OMA)	74.8	80.4	1719	1717
Ontario, CA (ONT)	76.1	78.4	1959	1959

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
APRIL 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Orlando, FL (MCO)	62.1	61.9	12501	12496
Owensboro, KY (OWB)	88.9	66.7	9	9
Paducah, KY (PAH)	89.7	86.2	87	87
Pago Pago, TT (PPG)	66.7	66.7	3	3
Palm Springs, CA (PSP)	80.9	82.9	1592	1592
Panama City, FL (ECP)	77.4	80.0	646	646
Pasco/Kennewick/Richland, WA (PSC)	83.5	86.7	491	490
Pellston, MI (PLN)	62.7	68.6	51	51
Pensacola, FL (PNS)	75.1	79.2	985	985
Peoria, IL (PIA)	78.9	80.8	265	265
Petersburg, AK (PSG)	85.0	91.7	60	60
Philadelphia, PA (PHL)	76.8	78.5	7488	7493
Phoenix, AZ (AZA)	54.8	68.3	515	511
Phoenix, AZ (PHX)	79.7	75.7	14104	14116
Pittsburgh, PA (PIT)	76.6	82.2	3447	3447
Plattsburgh, NY (PBG)	77.5	69.7	89	89
Pocatello, ID (PIH)	93.3	100.0	30	30
Ponce, PR (PSE)	53.3	63.3	60	60
Portland, ME (PWM)	66.9	72.1	779	778
Portland, OR (PDX)	75.6	81.0	5010	5011
Portsmouth, NH (PSM)	83.6	70.9	55	55
Prescott, AZ (PRC)	86.7	90.0	60	60
Providence, RI (PVD)	66.4	72.8	1280	1283
Provo, UT (PVU)	70.1	64.3	97	98
Pueblo, CO (PUB)	90.0	84.0	50	50
Pullman, WA (PUW)	89.2	88.2	93	93
Punta Gorda, FL (PGD)	41.0	57.9	634	632
Raleigh/Durham, NC (RDU)	74.8	78.7	4496	4497
Rapid City, SD (RAP)	76.7	78.8	292	292
Redding, CA (RDD)	86.0	91.3	150	150
Reno, NV (RNO)	75.5	79.3	1520	1521
Rhineland, WI (RHI)	76.7	85.0	60	60
Richmond, VA (RIC)	78.2	82.2	1681	1680
Riverton/Lander, WY (RIW)	80.0	82.8	30	29
Roanoke, VA (ROA)	78.0	78.0	141	141
Rochester, MN (RST)	78.7	81.3	150	150
Rochester, NY (ROC)	70.9	76.1	1139	1138
Rock Springs, WY (RKS)	86.7	93.3	30	30
Rockford, IL (RFD)	75.4	56.9	65	65
Roswell, NM (ROW)	77.8	83.3	90	90
Sacramento, CA (SMF)	74.5	76.2	4404	4405

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Saginaw/Bay City/Midland, MI (MBS)	85.6	87.8	90	90
Saipan, TT (SPN)	96.7	93.3	30	30
Salina, KS (SLN)	83.9	81.8	87	88
Salt Lake City, UT (SLC)	84.0	84.5	8983	8982
San Angelo, TX (SJT)	88.8	88.8	134	134
San Antonio, TX (SAT)	77.1	81.5	2737	2739
San Diego, CA (SAN)	77.7	79.8	6655	6654
San Francisco, CA (SFO)	78.7	80.3	10691	10686
San Jose, CA (SJC)	74.0	76.4	4290	4292
San Juan, PR (SJU)	61.7	65.4	2643	2642
San Luis Obispo, CA (SBP)	81.9	82.6	387	386
Sanford, FL (SFB)	59.0	67.1	821	817
Santa Ana, CA (SNA)	76.5	74.6	3831	3835
Santa Barbara, CA (SBA)	78.5	83.3	648	646
Santa Fe, NM (SAF)	81.4	84.3	199	198
Santa Maria, CA (SMX)	50.0	56.3	16	16
Santa Rosa, CA (STS)	80.4	82.4	341	340
Sarasota/Bradenton, FL (SRQ)	64.6	61.7	1529	1532
Sault Ste. Marie, MI (CIU)	71.7	83.3	60	60
Savannah, GA (SAV)	72.2	73.0	1656	1655
Scottsbluff, NE (BFF)	73.1	73.4	78	79
Scranton/Wilkes-Barre, PA (AVP)	90.6	93.8	96	97
Seattle, WA (SEA)	77.5	78.7	13949	13945
Sheridan, WY (SHR)	88.5	94.2	52	52
Shreveport, LA (SHV)	81.2	81.4	356	355
Sioux City, IA (SUX)	82.7	88.5	52	52
Sioux Falls, SD (FSD)	74.9	81.5	654	654
Sitka, AK (SIT)	70.0	74.4	90	90
South Bend, IN (SBN)	78.0	79.1	440	440
Spokane, WA (GEG)	77.6	83.0	1561	1561
Springfield, IL (SPI)	74.7	67.5	83	83
Springfield, MO (SGF)	80.5	84.8	492	492
St. Cloud, MN (STC)	61.5	61.5	13	13
St. George, UT (SGU)	88.6	88.2	271	271
St. Louis, MO (STL)	76.5	75.4	4786	4786
St. Petersburg, FL (PIE)	57.5	68.9	738	739
State College, PA (SCE)	78.1	73.3	105	105
Staunton, VA (SHD)	77.0	77.0	61	61
Stillwater, OK (SWO)	85.0	90.0	60	60
Stockton, CA (SCK)	58.9	57.1	56	56
Sun Valley/Hailey/Ketchum, ID (SUN)	88.4	90.9	43	44

AIR TRAVEL CONSUMER REPORT
TABLE 5. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT BY REPORTING OPERATING CARRIER
APRIL 2022

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Syracuse, NY (SYR)	73.1	76.6	1155	1151
Tallahassee, FL (TLH)	80.0	84.2	450	449
Tampa, FL (TPA)	67.5	70.1	6660	6665
Texarkana, AR (TXK)	86.5	90.4	104	104
Toledo, OH (TOL)	73.9	72.7	111	110
Traverse City, MI (TVC)	77.3	77.0	242	243
Trenton, NJ (TTN)	54.4	58.4	261	262
Tucson, AZ (TUS)	79.9	83.3	1405	1408
Tulsa, OK (TUL)	77.8	85.6	1199	1202
Twin Falls, ID (TWF)	96.7	96.7	30	30
Tyler, TX (TYR)	86.7	87.5	120	120
Valdosta, GA (VLD)	89.2	86.7	83	83
Valparaiso, FL (VPS)	74.9	76.2	798	798
Vernal, UT (VEL)	86.3	98.0	51	51
Victoria, TX (VCT)	92.2	92.2	51	51
Waco, TX (ACT)	88.5	89.2	148	148
Walla Walla, WA (ALW)	85.0	86.7	60	60
Washington, DC (DCA)	77.2	76.8	11598	11600
Washington, DC (IAD)	82.3	82.1	4939	4941
Waterloo, IA (ALO)	86.7	85.0	60	60
Wenatchee, WA (EAT)	75.0	83.3	60	60
West Palm Beach/Palm Beach, FL (PBI)	56.5	58.4	2330	2336
White Plains, NY (HPN)	67.5	70.6	907	907
Wichita Falls, TX (SPS)	87.1	92.2	116	116
Wichita, KS (ICT)	77.8	80.6	676	677
Williston, ND (XWA)	72.1	71.2	111	111
Wilmington, DE (ILG)	38.5	23.1	13	13
Wilmington, NC (ILM)	79.7	83.9	572	572
Worcester, MA (ORH)	65.5	69.7	145	145
Wrangell, AK (WRG)	85.0	88.3	60	60
Yakima, WA (YKM)	83.3	81.7	60	60
Yakutat, AK (YAK)	76.7	80.0	60	60
Yuma, AZ (YUM)	84.7	86.2	189	189

AIR TRAVEL CONSUMER REPORT

TABLE 6. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY REPORTING MARKETING CARRIER

APRIL 2022

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
DELTA AIR LINES NETWORK	210	121603	1341	1.1	1
- DELTA AIR LINES	135	73076	815	1.1	
- BRANDED CODESHARE PARTNERS	185	48527	526	1.1	
HAWAIIAN AIRLINES	22	6019	82	1.4	2
AMERICAN AIRLINES NETWORK	229	146833	2313	1.6	3
- AMERICAN AIRLINES	108	67177	1350	2.0	
- BRANDED CODESHARE PARTNERS	217	79656	963	1.2	
UNITED AIRLINES NETWORK	237	104869	1662	1.6	4
- UNITED AIRLINES	105	49252	485	1.0	
- BRANDED CODESHARE PARTNERS	218	55617	1177	2.1	
SOUTHWEST AIRLINES	107	102931	1941	1.9	5
ALLEGiant AIR	130	10542	310	2.9	6
FRONTIER AIRLINES	93	12203	438	3.6	7
ALASKA AIRLINES NETWORK	103	32496	1227	3.8	8
- ALASKA AIRLINES	78	19361	1058	5.5	
- BRANDED CODESHARE PARTNERS	53	13135	169	1.3	
JETBLUE AIRWAYS	63	24141	2163	9.0	9
SPIRIT AIRLINES	56	18653	1920	10.3	10
TOTAL AIRPORTS SERVED	366	580,290	13,397	2.3	

1. All U.S. airlines with at least half of one percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

TABLE 6A. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY REPORTING OPERATING CARRIER

APRIL 2022

CARRIER ¹	AT ALL US AIRPORTS				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	RANK
PSA AIRLINES	100	19191	180	0.9	1
UNITED AIRLINES	105	49252	485	1.0	2
MESA AIRLINES	100	10367	106	1.0	3
ENDEAVOR AIR	109	20235	209	1.0	4
DELTA AIR LINES	135	73076	815	1.1	5
SKYWEST AIRLINES	241	63870	823	1.3	6
HAWAIIAN AIRLINES	22	6019	82	1.4	7
ENVOY AIR	147	21790	364	1.7	8
SOUTHWEST AIRLINES	107	102931	1941	1.9	9
AMERICAN AIRLINES	108	67177	1350	2.0	10
HORIZON AIR	48	7731	160	2.1	11
REPUBLIC AIRWAYS	73	29963	638	2.1	12
ALLEGiant AIR	130	10542	310	2.9	13
FRONTIER AIRLINES	93	12203	438	3.6	14
ALASKA AIRLINES	78	19361	1058	5.5	15
JETBLUE AIRWAYS	63	24141	2163	9.0	16
SPIRIT AIRLINES	56	18653	1920	10.3	17
TOTAL AIRPORTS SERVED	360	556,502	13,042	2.3	

1. All U.S. airlines with at least half of one percent of total domestic scheduled service passenger revenues.

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

AIR TRAVEL CONSUMER REPORT

TABLE 7. CAUSES OF DELAY, BY REPORTING MARKETING CARRIER

APRIL 2022

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES NETWORK	32496	24938	76.74	1227	3.78	89	0.27	1996	6.14	118	0.36	1864	5.74	34	0.10	2230	6.86
- ALASKA AIRLINES	19361	14103	72.84	1058	5.46	69	0.36	1217	6.29	74	0.38	1487	7.68	16	0.08	1338	6.91
- BRANDED CODESHARE PARTNERS	13135	10835	82.49	169	1.29	20	0.15	779	5.93	44	0.33	377	2.87	18	0.14	892	6.79
ALLEGiant AIR	10542	6248	59.27	310	2.94	18	0.17	950	9.01	100	0.95	1156	10.97	20	0.19	1741	16.51
AMERICAN AIRLINES NETWORK	146833	117093	79.75	2313	1.58	406	0.28	8676	5.91	896	0.61	7170	4.88	72	0.05	10208	6.95
- AMERICAN AIRLINES	67177	52098	77.55	1350	2.01	198	0.29	4551	6.77	363	0.54	3743	5.57	44	0.07	4830	7.19
- BRANDED CODESHARE PARTNERS	79656	64995	81.59	963	1.21	208	0.26	4125	5.18	533	0.67	3427	4.30	28	0.04	5377	6.75
DELTA AIR LINES NETWORK	121603	99635	81.93	1341	1.10	222	0.18	9274	7.63	1177	0.97	4901	4.03	36	0.03	5016	4.12
- DELTA AIR LINES	73076	59220	81.04	815	1.12	152	0.21	5601	7.66	272	0.37	3379	4.62	8	0.01	3629	4.97
- BRANDED CODESHARE PARTNERS	48527	40415	83.28	526	1.08	70	0.14	3673	7.57	906	1.87	1523	3.14	29	0.06	1386	2.86
FRONTIER AIRLINES	12203	7123	58.37	438	3.59	19	0.16	1481	12.14	67	0.55	1533	12.56	0	0.00	1543	12.64
HAWAIIAN AIRLINES	6019	4862	80.78	82	1.36	2	0.03	659	10.95	3	0.05	12	0.20	9	0.15	391	6.50
JETBLUE AIRWAYS	24141	12871	53.32	2163	8.96	80	0.33	4073	16.87	121	0.50	1701	7.05	51	0.21	3083	12.77
SOUTHWEST AIRLINES	102931	72291	70.23	1941	1.89	227	0.22	10249	9.96	245	0.24	4586	4.46	84	0.08	13308	12.93
SPIRIT AIRLINES	18653	10907	58.47	1920	10.29	41	0.22	1745	9.36	176	0.94	2376	12.74	62	0.33	1426	7.64
UNITED AIRLINES NETWORK	104869	84843	80.90	1662	1.58	288	0.27	7037	6.71	615	0.59	4959	4.73	12	0.01	5452	5.20
- UNITED AIRLINES	49252	39395	79.99	485	0.98	161	0.33	3145	6.39	228	0.46	2790	5.66	5	0.01	3044	6.18
- BRANDED CODESHARE PARTNERS	55617	45448	81.72	1177	2.12	127	0.23	3892	7.00	387	0.70	2170	3.90	8	0.01	2409	4.33
TOTAL	580,290	440,811	75.96	13,397	2.31	1,392	0.24	46140	7.95	3,517	0.61	30,257	5.21	379	0.07	44,397	7.65

* Causes of Delay:

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
 - **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
 - **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
 - **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.
 - **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
- A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

*All U. S. airlines with at least half of one percent of total domestic scheduled service passenger revenues plus any branded codeshare partners.

Note: Individual causes of delay numbers may not add to totals, because of rounding.

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TABLE 7A. CAUSES OF DELAY, BY REPORTING OPERATING CARRIER

APRIL 2022

CARRIER	TOTAL RECORDS	ON TIME	% ON TIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA AIRLINES	19361	14103	72.84	1058	5.46	69	0.36	1217	6.29	74	0.38	1487	7.68	16	0.08	1338	6.91
ALLEGIAN AIR	10542	6248	59.27	310	2.94	18	0.17	950	9.01	100	0.95	1156	10.97	20	0.19	1741	16.51
AMERICAN AIRLINES	67177	52098	77.55	1350	2.01	198	0.29	4551	6.77	363	0.54	3743	5.57	44	0.07	4830	7.19
DELTA AIR LINES	73076	59220	81.04	815	1.12	152	0.21	5601	7.66	272	0.37	3379	4.62	8	0.01	3629	4.97
ENDEAVOR AIR	20235	17192	84.96	209	1.03	27	0.13	788	3.89	71	0.35	1012	5.00	4	0.02	933	4.61
ENVOY AIR	21790	17575	80.66	364	1.67	62	0.28	1036	4.75	243	1.12	1235	5.67	8	0.04	1268	5.82
FRONTIER AIRLINES	12203	7123	58.37	438	3.59	19	0.16	1481	12.14	67	0.55	1533	12.56	0	0.00	1543	12.64
HAWAIIAN AIRLINES	6019	4862	80.78	82	1.36	2	0.03	659	10.95	3	0.05	12	0.20	9	0.15	391	6.50
HORIZON AIR	7731	6204	80.25	160	2.07	11	0.14	451	5.83	28	0.36	359	4.64	14	0.18	503	6.51
JETBLUE AIRWAYS	24141	12871	53.32	2163	8.96	80	0.33	4073	16.87	121	0.50	1701	7.05	51	0.21	3083	12.77
MESA AIRLINES	10367	8732	84.23	106	1.02	28	0.27	628	6.06	92	0.89	374	3.61	2	0.02	404	3.90
PSA AIRLINES	19191	15569	81.13	180	0.94	45	0.23	1065	5.55	74	0.39	828	4.31	11	0.06	1419	7.39
REPUBLIC AIRWAYS	29963	23740	79.23	638	2.13	61	0.20	1362	4.55	100	0.33	2148	7.17	4	0.01	1909	6.37
SKYWEST AIRLINES	63870	53024	83.02	823	1.29	142	0.22	6042	9.46	1111	1.74	234	0.37	36	0.06	2458	3.85
SOUTHWEST AIRLINES	102931	72291	70.23	1941	1.89	227	0.22	10249	9.96	245	0.24	4586	4.46	84	0.08	13308	12.93
SPIRIT AIRLINES	18653	10907	58.47	1920	10.29	41	0.22	1745	9.36	176	0.94	2376	12.74	62	0.33	1426	7.64
UNITED AIRLINES	49252	39395	79.99	485	0.98	161	0.33	3145	6.39	228	0.46	2790	5.66	5	0.01	3044	6.18
TOTAL	556,502	421,154	75.68	13,042	2.34	1,343	0.24	45,043	8.09	3,367	0.61	28,951	5.20	376	0.07	43,227	7.77

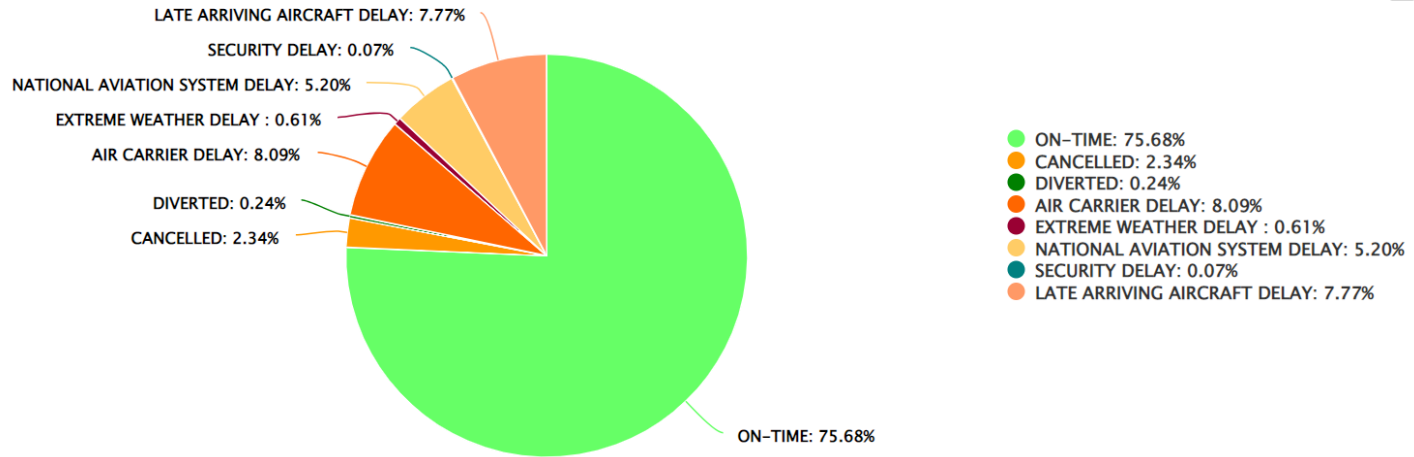
*** Causes of Delay:**

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
 - **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
 - **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
 - **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.
 - **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
- A "cancelled" flight is a flight that was not operated but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

***All U. S. airlines with at least half of one percent of total domestic scheduled service passenger revenues.**

Note: Individual causes of delay numbers may not add to totals, because of rounding.

AIR TRAVEL CONSUMER REPORT
TABLE 7B. OVERALL CAUSES OF DELAY BY REPORTING OPERATING CARRIER
APRIL 2022



*** Causes of Delay:**

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline’s control (e.g. maintenance or crew problems, etc.).
 - **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
 - **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
 - **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines more than 29 minutes at screening areas.
 - **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
- A “cancelled” flight is a flight that was not operated but was in the carrier’s computer reservation system within 7 days of the scheduled departure. A “diverted” flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier’s published schedule.

AIR TRAVEL CONSUMER REPORT
TABLE 8. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY MARKETING/OPERATING CARRIER
APRIL 2022

MARKETING CARRIER	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC TIME	MINUTES OF TARMAC DELAY
UNITED	UNITED	1604	EWR	CHS	4/7/2022	Origin Airport	4:12
SOUTHWEST	SOUTHWEST	48	TPA	DAL	4/2/2022	Origin Airport	4:09
UNITED	UNITED	706	EWR	BNA	4/7/2022	Origin Airport	3:49
SOUTHWEST	SOUTHWEST	3959	TPA	MDW	4/2/2022	Origin Airport	3:48
SOUTHWEST	SOUTHWEST	3190	TPA	MKE	4/2/2022	Origin Airport	3:47
SOUTHWEST	SOUTHWEST	3694	TPA	STL	4/2/2022	Origin Airport	3:46
UNITED	UNITED	444	EWR	CLE	4/7/2022	Origin Airport	3:44
UNITED	REPUBLIC	3417	EWR	SAV	4/7/2022	Origin Airport	3:40
UNITED	UNITED	1261	EWR	IAH	4/7/2022	Origin Airport	3:38
FRONTIER	FRONTIER	1186	MCO	PWM	4/17/2022	Origin Airport	3:37
UNITED	UNITED	1779	EWR	RSW	4/7/2022	Origin Airport	3:37
UNITED	UNITED	1169	EWR	IAD	4/7/2022	Origin Airport	3:36
FRONTIER	FRONTIER	1064	MCO	CVG	4/2/2022	Origin Airport	3:35
UNITED	UNITED	529	SEA	IAH	4/25/2022	Diversion Airport (CRP)	3:22
UNITED	UNITED	1690	EWR	PDX	4/7/2022	Origin Airport	3:21
DELTA	DELTA	1633	MCO	ATL	4/2/2022	Origin Airport	3:17
SOUTHWEST	SOUTHWEST	3951	TPA	DEN	4/2/2022	Origin Airport	3:16
UNITED	UNITED	2304	EWR	BOS	4/7/2022	Origin Airport	3:12
FRONTIER	FRONTIER	1074	MCO	GRR	4/2/2022	Origin Airport	3:09
SOUTHWEST	SOUTHWEST	4024	MCO	MHT	4/2/2022	Origin Airport	3:09
UNITED	SKYWEST	5685	SRQ	ORD	4/2/2022	Origin Airport	3:09
FRONTIER	FRONTIER	946	RSW	PVD	4/2/2022	Origin Airport	3:07
SOUTHWEST	SOUTHWEST	2458	TPA	MHT	4/2/2022	Origin Airport	3:07
SOUTHWEST	SOUTHWEST	4057	ATL	MCO	4/2/2022	Destination Airport	3:06
SOUTHWEST	SOUTHWEST	2574	DCA	MCO	4/2/2022	Destination Airport	3:04
UNITED	UNITED	1591	EWR	MCO	4/7/2022	Origin Airport	3:04
DELTA	ENDEAVOR	4967	LGA	DSM	4/7/2022	Origin Airport	3:03
JETBLUE	JETBLUE	1294	MCO	HPN	4/2/2022	Origin Airport	3:03
UNITED	UNITED	254	EWR	RSW	4/7/2022	Origin Airport	3:03
SOUTHWEST	SOUTHWEST	3304	MCO	STL	4/2/2022	Origin Airport	3:02
UNITED	UNITED	746	EWR	LAS	4/7/2022	Origin Airport	3:02
SOUTHWEST	SOUTHWEST	863	TPA	AUS	4/2/2022	Origin Airport	3:01
SPIRIT	SPIRIT	1860	MCO	BDL	4/2/2022	Origin Airport	3:00

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

* See [airports and codes](#) on the BTS website.

AIR TRAVEL CONSUMER REPORT

TABLE 8A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS BY MARKETING/OPERATING CARRIER

APRIL 2022

LENGTH OF TARMAC DELAY	OPERATING CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	LOCATION OF LONGEST TARMAC DELAY	MINUTES OF TARMAC DELAY
UNITED	UNITED	40	EWR	FCO	4/7/2022	Origin Airport	4:10

Note: Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S., based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244).

** See [airports and codes](#) on the BTS website.

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operation records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than half of one percent of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

30 Largest U.S. Airports

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Dallas: Love Field	DAL
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Honolulu: Honolulu International	HNL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Nashville: International	BNA
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

Air Carriers Required to Report Data to DOT and to CRS Vendors*

AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
F9	Frontier Airlines
HA	Hawaiian Airlines
QX	Horizon Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #36, issued December 9, 2021, effective January 1, 2022: <https://www.bts.gov/topics/airlines-and-airports/number-36-reporting-air-carriers-calendar-year-2022>

MISHANDLED BAGGAGE

The baggage statistics in this section were filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) by U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues. See 14 CFR 234.3 and 234.6. For the 12 months ending June 30, 2021, 17 air carriers reached this reporting threshold. They are: Alaska Airlines, Allegiant Air, American Airlines, Delta Air Lines, Endeavor Air, Envoy Air, Frontier Airlines, Hawaiian Airlines, Horizon, JetBlue Airways, Mesa Airlines, PSA Airlines, Republic Airways, SkyWest Airlines, Southwest Airlines, Spirit Airlines, and United Airlines.

The tables in this section provide the rate of mishandled bags per 100 bags enplaned. The number of mishandled bags displayed in these tables represents the number of check bags that are lost, damaged, delayed, and pilfered, as reported by or on behalf of the passenger, that were in the airline's custody for its reportable domestic nonstop scheduled passenger flights. The number of bags enplaned displayed in these tables represent the total number of checked bags enplaned, including wheelchairs and scooters that were placed into the aircraft cargo compartment for any reportable domestic nonstop scheduled passenger flight. The number of mishandled bags and the number of enplaned bags for all airlines, except one airline, will not include bags of passengers traveling on itineraries with domestic segments and international segments unless the bag is a "valet bag," meaning the passenger dropped the bag off at the end of the loading bridge or on the tarmac and returned to the passenger on the loading bridge or on the tarmac following the flight.

For additional information on this aspect of mishandled baggage reporting see the Department's Notice of Enforcement Policy Regarding Reporting of Mishandled Baggage and Wheelchair Data, dated October 31, 2018: <https://www.transportation.gov/sites/dot.gov/files/docs/resources/individuals/aviation-consumer-protection/323451/mishandled-baggageand-wheelchair-reporting-enforcement-policy.pdf>.

AIR TRAVEL CONSUMER REPORT

MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING MARKETING CARRIERS (MONTHLY)

RANK	CARRIER*	April 2022			April 2021		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	612,702	880	0.14	410,753	494	0.12
2	HAWAIIAN AIRLINES	506,671	1,341	0.26	308,470	622	0.20
3	FRONTIER AIRLINES	853,032	2,845	0.33	758,734	1,586	0.21
4	SPIRIT AIRLINES	1,103,653	4,881	0.44	988,574	3,763	0.38
5	SOUTHWEST AIRLINES	9,920,894	44,443	0.45	7,694,543	18,229	0.24
6	UNITED AIRLINES NETWORK	5,860,908	29,695	0.51	3,913,967	10,830	0.28
	- UNITED AIRLINES	4,017,946	19,882	0.49	2,278,276	6,632	0.29
	- BRANDED CODESHARE PARTNERS	1,842,962	9,813	0.53	1,635,691	4,198	0.26
7	DELTA AIR LINES NETWORK	8,368,845	45,020	0.54	4,577,385	11,805	0.26
	- DELTA AIR LINES	6,472,519	36,725	0.57	3,125,407	8,642	0.28
	- BRANDED CODESHARE PARTNERS	1,896,326	8,295	0.44	1,451,978	3,163	0.22
8	JETBLUE AIRWAYS	1,490,933	9,822	0.66	928,725	3,404	0.37
9	ALASKA AIRLINES NETWORK	2,234,615	15,813	0.71	1,740,806	6,027	0.35
	- ALASKA AIRLINES	1,674,850	12,764	0.76	1,192,090	4,392	0.37
	- BRANDED CODESHARE PARTNERS	559,765	3,049	0.54	548,716	1,635	0.30
10	AMERICAN AIRLINES NETWORK	9,049,061	64,983	0.72	7,399,519	36,949	0.50
	- AMERICAN AIRLINES	5,507,673	42,813	0.78	4,220,246	22,859	0.54
	- BRANDED CODESHARE PARTNERS	3,541,388	22,170	0.63	3,179,273	14,090	0.44
TOTAL		40,001,314	219,723	0.55	28,721,476	93,709	0.33

* All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

MISHANDLED BAGGAGE: RANKING OF U.S. REPORTING OPERATING CARRIERS (MONTHLY)

RANK	CARRIER*	April 2022			April 2021		
		NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED	NUMBER OF BAGS ENPLANED	NUMBER OF BAGS MISHANDLED	NUMBER OF BAGS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	612,702	880	0.14	410,753	494	0.12
2	HAWAIIAN AIRLINES	506,671	1,341	0.26	308,470	622	0.20
3	FRONTIER AIRLINES	853,032	2,845	0.33	758,734	1,586	0.21
4	SPIRIT AIRLINES	1,103,653	4,881	0.44	988,574	3,763	0.38
5	SKYWEST AIRLINES	2,516,918	11,183	0.44	1,817,119	5,132	0.28
6	SOUTHWEST AIRLINES	9,920,894	44,443	0.45	7,694,543	18,229	0.24
7	ENDEAVOR AIR	859,045	3,990	0.46	749,783	1,482	0.20
8	UNITED AIRLINES	4,017,946	19,882	0.49	2,278,276	6,632	0.29
9	PSA AIRLINES	1,073,985	5,991	0.56	941,876	3,215	0.34
10	DELTA AIR LINES	6,472,519	36,725	0.57	3,125,407	8,642	0.28
11	MESA AIRLINES	478,989	2,725	0.57	545,551	2,154	0.39
12	HORIZON AIR	372,100	2,298	0.62	412,586	1,176	0.29
13	JETBLUE AIRWAYS	1,490,933	9,822	0.66	928,725	3,404	0.37
14	ENVOY AIR	834,010	5,883	0.71	714,758	4,300	0.60
15	REPUBLIC AIRWAYS	891,222	6,672	0.75	845,709	3,465	0.41
16	ALASKA AIRLINES	1,674,850	12,764	0.76	1,192,090	4,392	0.37
17	AMERICAN AIRLINES	5,507,673	42,813	0.78	4,220,246	22,859	0.54
	TOTAL	39,187,142	215,138	0.55	27,933,200	91,547	0.33

* All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues.

MISHANDLED WHEELCHAIRS AND SCOOTERS

The Department revised 14 CFR 234 to require airlines classified as “reporting carriers” to report mishandled wheelchair and scooter data in aircraft cargo compartments. Pursuant to the FAA Reauthorization Act of 2018, this requirement applies to operations on and after December 4, 2018. For flights on January 1, 2019, and after, airlines must also report this data for their branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING MARKETING CARRIERS (MONTHLY)

RANK	CARRIER*	April 2022			April 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PE 100 ENPLANED
1	ALLEGiant AIR	1,448	2	0.14	282	5	1.77
2	DELTA AIR LINES NETWORK	16,210	145	0.89	8,874	42	0.47
	- DELTA AIR LINES	12,893	125	0.97	5,971	35	0.59
	- BRANDED CODESHARE PARTNERS	3,317	20	0.60	2,903	7	0.24
3	ALASKA AIRLINES NETWORK	2,828	26	0.92	1,919	32	1.67
	- ALASKA AIRLINES	2,363	19	0.80	1,353	25	1.85
	- BRANDED CODESHARE PARTNERS	465	7	1.51	566	7	1.24
4	UNITED AIRLINES NETWORK	10,866	108	0.99	7,270	56	0.77
	- UNITED AIRLINES	7,738	79	1.02	4,326	35	0.81
	- BRANDED CODESHARE PARTNERS	3,128	29	0.93	2,944	21	0.71
5	HAWAIIAN AIRLINES	634	9	1.42	287	3	1.05
6	SOUTHWEST AIRLINES	13,403	207	1.54	7,640	108	1.41
7	AMERICAN AIRLINES NETWORK	10,737	216	2.01	7,363	108	1.47
	- AMERICAN AIRLINES	7,688	164	2.13	4,926	71	1.44
	- BRANDED CODESHARE PARTNERS	3,049	52	1.71	2,437	37	1.52
8	FRONTIER AIRLINES	1,936	42	2.17	1,649	16	0.97
9	JETBLUE AIRWAYS	2,651	106	4.00	1,655	20	1.21
10	SPIRIT AIRLINES	762	35	4.59	696	34	4.89
	TOTAL	61,475	896	1.46	37,635	424	1.13

* All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

MISHANDLED WHEELCHAIRS AND SCOOTERS: RANKING OF U.S. REPORTING OPERATING CARRIERS (MONTHLY)

RANK	CARRIER*	April 2022			April 2021		
		NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS ENPLANED	NUMBER OF WHEELCHAIRS AND SCOOTERS MISHANDLED	PERCENT OF WHEELCHAIRS AND SCOOTERS MISHANDLED PER 100 ENPLANED
1	ALLEGiant AIR	1,448	2	0.14	282	5	1.77
2	ENDEAVOR AIR	1,440	8	0.56	1,332	2	0.15
3	ALASKA AIRLINES	2,363	19	0.80	1,353	25	1.85
4	DELTA AIR LINES	12,893	125	0.97	5,971	35	0.59
5	HORIZON AIR	406	4	0.99	518	5	0.97
6	MESA AIRLINES	601	6	1.00	767	8	1.04
7	REPUBLIC AIRWAYS	1,374	14	1.02	1,132	11	0.97
8	UNITED AIRLINES	7,738	79	1.02	4,326	35	0.81
9	SKYWEST AIRLINES	3,553	39	1.10	2,911	21	0.72
10	ENVOY AIR	920	13	1.41	709	5	0.71
11	HAWAIIAN AIRLINES	634	9	1.42	287	3	1.05
12	SOUTHWEST AIRLINES	13,403	207	1.54	7,640	108	1.41
13	PSA AIRLINES	716	15	2.09	605	14	2.31
14	AMERICAN AIRLINES	7,688	164	2.13	4,926	71	1.44
15	FRONTIER AIRLINES	1,936	42	2.17	1,649	16	0.97
16	JETBLUE AIRWAYS	2,651	106	4.00	1,655	20	1.21
17	SPIRIT AIRLINES	762	35	4.59	696	34	4.89
	TOTAL	60,526	887	1.47	36,759	418	1.14

* All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues.

OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed, or diverted flights.

The report includes U.S. airlines that have at least half of one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by marketing and reporting carrier on the number of passengers bumped involuntarily and, on the number, who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boarding's per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boarding's include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the Oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include inbound international service, since the rule does not apply to these flights.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING MARKETING U.S. AIRLINES

RANK	CARRIER*	JANUARY - MARCH 2022				JANUARY - MARCH 2021			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES NETWORK	23,689	0	34,563,430	0.00				
	- DELTA AIR LINES	15,578	0	28,313,104	0.00	2,892	0	17,278,004	0.00
	- BRANDED CODESHARE PARTNERS	8,111	0	6,250,326	0.00	1,386	0	12,861,197	0.00
2	ALLEGiant AIR	258	0	3,734,262	0.00	1,506	0	4,416,807	0.00
3	HAWAIIAN AIRLINES	310	0	2,016,189	0.00	3	0	2,322,946	0.00
4	UNITED AIRLINES NETWORK	7,521	42	27,031,762	0.02	3	0	729,298	0.00
	- UNITED AIRLINES	3,201	13	19,664,476	0.01	1,906	0	13,767,731	0.00
	- BRANDED CODESHARE PARTNERS	4,320	29	7,367,286	0.04	591	0	8,723,919	0.00
5	JETBLUE AIRWAYS	1,244	54	7,160,131	0.08	1,315	0	5,043,812	0.00
6	ALASKA AIRLINES NETWORK	3,087	107	8,345,002	0.13	81	16	3,875,067	0.04
	- ALASKA AIRLINES	2,254	49	6,204,068	0.08	269	20	4,611,884	0.04
	- BRANDED CODESHARE PARTNERS	833	58	2,140,934	0.27	117	2	3,007,066	0.01
7	SPIRIT AIRLINES	4,523	397	8,004,168	0.50	152	18	1,604,818	0.11
8	AMERICAN AIRLINES NETWORK	15,160	1,970	39,556,414	0.50	1,683	111	5,236,309	0.21
	- AMERICAN AIRLINES	8,331	1,037	28,580,152	0.36	4,807	184	22,754,303	0.08
	- BRANDED CODESHARE PARTNERS	6,829	933	10,976,262	0.85	1,453	80	14,719,488	0.05
9	SOUTHWEST AIRLINES	16,838	2,310	31,731,319	0.73	3,354	104	8,034,815	0.13
10	FRONTIER AIRLINES	2,997	2,453	4,609,202	5.32	1,439	192	17,846,213	0.11
	TOTAL	75,627	7,333	166,751,879	0.44	626	223	4,812,979	0.46
						13,709	746	93,234,734	0.08

* All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues plus any branded codeshare partners.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING BY REPORTING OPEARTING U.S. AIRLINES

RANK	CARRIER*	JANUARY - MARCH 2022			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
		VOLUNTARY	INVOLUNTARY		
1	DELTA AIR LINES	15,578	0	28,313,104	0.00
2	ALLEGiant AIR	258	0	3,734,262	0.00
3	ENDEAVOR AIR	3,037	0	2,664,926	0.00
4	HAWAIIAN AIRLINES	310	0	2,016,189	0.00
5	UNITED AIRLINES	3,201	13	19,664,476	0.01
6	JETBLUE AIRWAYS	1,244	54	7,160,131	0.08
7	ALASKA AIRLINES	2,254	49	6,204,068	0.08
8	SKYWEST AIRLINES	7,616	155	8,468,015	0.18
9	HORIZON AIR	475	27	1,335,264	0.20
10	MESA AIRLINES	725	55	1,846,537	0.30
11	AMERICAN AIRLINES	8,331	1,037	28,580,152	0.36
12	REPUBLIC AIRWAYS	2,262	161	3,566,262	0.45
13	SPIRIT AIRLINES	4,523	397	8,004,168	0.50
14	PSA AIRLINES	1,271	163	2,956,166	0.55
15	SOUTHWEST AIRLINES	16,838	2,310	31,731,319	0.73
16	ENVOY AIR	2,051	269	3,172,043	0.85
17	FRONTIER AIRLINES	2,997	2,453	4,609,202	5.32
	TOTAL	72,971	7,143	164,026,284	0.44

JANUARY - MARCH 2021			
DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB's PER 10,000 PASSENGERS
VOLUNTARY	INVOLUNTARY		
1,386	0	12,861,197	0.00
3	0	2,322,946	0.00
385	0	1,940,986	0.00
3	0	727,796	0.00
591	0	8,723,919	0.00
81	16	3,875,067	0.04
117	2	3,007,066	0.01
2,295	26	5,427,962	0.05
126	15	1,111,080	0.14
359	6	1,625,143	0.04
1,453	80	14,719,488	0.05
766	31	3,171,190	0.10
1,683	111	5,236,309	0.21
599	8	1,922,953	0.04
1,439	192	17,846,213	0.11
849	32	2,172,455	0.15
626	223	4,812,979	0.46
12,761	742	91,504,749	0.08

* All U.S. airlines with at least half of one percent of total domestic scheduled-service passenger revenues.

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

Summary - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS SUMMARY

	APRIL 2022				APRIL 2021			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	3,173	45	0	283	1,136	21	3	203
FOREIGN AIRLINES	1,409	2	1	99	1,685	2	0	90
TRAVEL AGENTS	497	1	0	31	644	0	0	41
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	0	34	0	110	0	14	0	74
INDUSTRY TOTALS	5,079	82	1	523	3,466	37	3	408

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORY	COMPLAINT CATEGORIES*					
	APRIL 2022			APRIL 2021		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	1,641		1	2,354	
FLIGHT PROBLEMS	2	1,549		4	212	
CANCELLATION			1,069			79
DELAY			303			61
MISCONNECTION			91			34
RESERVATIONS/TICKETING/BOARDING	3	500		3	238	
BAGGAGE	4	450		7	73	
FARES	5	409		2	294	
CUSTOMER SERVICE	6	196		5	149	
DISABILITY	7	162		6	99	
OVERSALES	8	114		9	15	
OTHER	9	41		8	19	
FREQUENT FLYER			32			13
ADVERTISING	10	9		11	3	
DISCRIMINATION	11	8		10	10	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		5,079			3,466	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

APRIL 2022

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	24	1	8	5	12	6	6	5	0	0	0	1	68
ALLEGiant AIR	33	1	12	6	33	6	6	13	0	0	0	0	110
AMERICAN AIRLINES	141	18	39	65	97	62	33	22	1	2	0	11	491
BREEZE AIRWAYS	2	0	0	0	1	2	1	0	0	0	0	0	6
DELTA AIR LINES	79	8	18	15	29	27	23	17	0	0	0	1	217
EASTERN	1	0	1	0	6	0	0	0	0	0	0	0	8
ENDEAVOR AIR	9	2	0	0	1	3	3	0	0	0	0	0	18
ENVOY AIR	8	3	1	1	6	6	2	2	0	0	0	0	29
FRONTIER AIRLINES	184	26	35	19	67	32	14	6	0	0	0	0	383
HAWAIIAN AIRLINES	4	0	1	3	6	1	1	4	0	0	0	2	22
JETBLUE AIRWAYS	281	2	34	19	85	24	14	20	0	2	0	0	481
PIEDMONT AIRLINES	3	1	0	0	0	1	1	0	0	0	0	0	6
PSA AIRLINES	10	2	0	1	3	0	0	2	0	0	0	0	18
REPUBLIC AIRWAYS	13	2	5	1	8	5	2	0	0	0	0	0	36
SILVER AIRWAYS	4	0	0	1	3	2	0	0	0	0	0	0	10
SKYWEST AIRLINES	10	3	3	3	4	8	4	2	0	0	0	0	37
SOUTHWEST AIRLINES	120	2	12	14	36	16	9	14	1	2	0	1	227
SPIRIT AIRLINES	394	14	30	24	122	30	11	8	3	0	0	1	637
SUN COUNTRY AIRLINES	4	0	2	3	8	1	2	0	0	0	0	0	20
UNITED AIRLINES	92	11	34	35	69	34	23	20	1	2	0	5	326
OTHER U.S. AIRLINES	5	0	2	2	3	4	4	0	0	0	0	3	23
TOTAL APRIL 2022	1,421	96	237	217	599	270	159	135	6	8	0	25	3,173
% of TOTAL COMPLAINTS	44.8	3.0	7.5	6.8	18.9	8.5	5.0	4.3	0.2	0.3	0	0.8	
TOTAL APRIL 2021	183	11	108	147	405	40	125	89	2	9	0	17	1,136
% of TOTAL COMPLAINTS	16.1	1.0	9.5	12.9	35.7	3.5	11.0	7.8	0.2	0.8	0	1.5	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN APR	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES	68	40	58.8	4	5.9	20	29.4	4	5.9
ALLEGIAN AIR	110	40	36.4	33	30.0	31	28.2	6	5.5
AMERICAN AIRLINES	491	221	45.0	76	15.5	134	27.3	60	12.2
BREEZE AIRWAYS	6	3	50.0	0	0.0	2	33.3	1	16.7
DELTA AIR LINES	217	101	46.5	43	19.8	58	26.7	15	6.9
ENDEAVOR AIR	18	13	72.2	4	22.2	0	0.0	1	5.6
ENVOY AIR	29	13	44.8	10	34.5	3	10.3	3	10.3
FRONTIER AIRLINES	383	206	53.8	94	24.5	66	17.2	17	4.4
HAWAIIAN AIRLINES	22	8	36.4	3	13.6	7	31.8	4	18.2
JETBLUE AIRWAYS	481	365	75.9	38	7.9	60	12.5	18	3.7
PIEDMONT AIRLINES	6	2	33.3	2	33.3	2	33.3	0	0.0
PSA AIRLINES	18	6	33.3	4	22.2	7	38.9	1	5.6
REPUBLIC AIRWAYS	36	13	36.1	16	44.4	5	13.9	2	5.6
SILVER AIRWAYS	10	6	60.0	0	0.0	3	30.0	1	10.0
SKYWEST AIRLINES	37	16	43.2	4	10.8	13	35.1	4	10.8
SOUTHWEST AIRLINES	227	148	65.2	24	10.6	43	18.9	12	5.3
SPIRIT AIRLINES	637	456	71.6	65	10.2	87	13.7	29	4.6
SUN COUNTRY AIRLINES	20	5	25.0	4	20.0	10	50.0	1	5.0
UNITED AIRLINES	326	144	44.2	42	12.9	102	31.3	38	11.7
OTHER U.S. AIRLINES	23	8	34.8	2	8.7	10	43.5	3	13.0
Totals	3,173	1,814	57.2	468	14.7	670	21.1	221	7.0
Previous Year's Totals	1,136	417	36.7	82	7.2	513	45.2	124	10.9

* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

AIR TRAVEL CONSUMER REPORT

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** APRIL 2022

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	1	0	0	2	5	1	1	2	0	0	0	0	12
AEROFLOT	0	0	1	0	14	1	0	0	0	0	0	0	16
AEROMEXICO	11	0	11	12	39	15	3	1	0	0	0	0	92
AIR CANADA	6	1	13	3	20	2	0	2	0	0	0	0	47
AIR FRANCE	6	5	8	6	17	24	0	1	0	0	0	2	69
AIR INDIA	3	1	4	5	56	9	3	0	0	0	0	0	81
ALITALIA AIRLINES	0	0	0	1	6	1	0	0	0	0	0	0	8
ANA ALL NIPPON AIRWAYS	1	0	0	0	2	0	0	1	0	0	0	1	5
ASIANA AIRLINES	1	0	0	0	3	1	0	0	0	0	0	0	5
AUSTRIAN AIRLINES	0	0	1	0	1	3	0	0	0	0	0	0	5
AVIANCA	3	1	10	6	35	2	2	2	1	0	0	2	64
BRITISH AIRWAYS	6	0	7	12	22	2	1	0	1	0	0	1	52
CARIBBEAN AIRLINES	0	0	1	1	5	2	0	0	0	0	0	0	9
CONDOR	2	0	1	1	2	0	0	1	0	0	0	0	7
COPA COMPANIA PANAMENA DE AVIACION	3	4	3	2	23	5	0	0	0	0	0	0	40
EGYPTAIR	0	0	1	2	4	1	0	0	0	0	0	1	9
EL AL ISRAEL	3	0	1	3	3	2	1	0	0	0	0	0	13
EMIRATES AIRLINES	2	0	6	1	6	5	4	1	0	0	0	1	26
ETHIOPIAN AIRLINES	0	0	2	2	2	4	0	0	0	0	0	0	10
ETIHAD AIRWAYS	2	0	4	0	11	2	0	0	0	0	0	0	19
EVA AIRWAYS	0	0	1	0	8	0	0	0	0	0	0	0	9
FIJI AIRWAYS	0	0	0	0	15	0	1	0	0	0	0	0	16
FINNAIR OY	0	0	1	1	3	1	0	1	0	0	0	0	7
GOL AIRLINES	0	0	1	1	1	1	0	1	0	0	0	0	5
IBERIA AIRLINES	2	0	4	5	17	9	0	0	0	0	0	0	37
ICELANDAIR	0	1	1	2	7	1	0	0	0	0	0	0	12
KLM	4	0	4	2	9	6	1	1	0	0	0	1	28
KOREAN AIR LINES	0	0	2	0	1	1	0	2	0	0	0	1	7
LATAM	2	0	4	2	19	1	0	0	0	0	0	1	29
LUFTHANSA	6	1	19	14	35	18	4	2	0	0	0	1	100
MALAYSIA AIRLINES	1	0	0	1	2	1	0	0	0	0	0	0	5
NORWEGIAN AIR SHUTTLE	3	0	0	3	15	0	0	0	0	0	0	0	21
PHILIPPINE AIRLINES	0	0	4	0	15	2	0	0	0	0	0	0	21
QANTAS AIRWAYS	1	0	3	0	7	0	0	0	0	0	0	0	11
QATAR AIRWAYS	5	0	13	4	33	22	2	0	0	0	0	0	79
ROYAL AIR MAROC	1	0	4	0	21	0	0	0	0	0	0	0	26
ROYAL JORDANIAN AIRLINES	1	0	2	0	1	1	0	0	0	0	0	0	5
SAS	3	0	1	0	5	3	0	1	0	0	0	0	13
SAUDI ARABIAN AIRLINES	1	0	0	0	5	2	0	0	0	0	0	0	8
SINGAPORE AIRLINES	1	0	3	2	14	2	1	1	0	0	0	0	24

AIR TRAVEL CONSUMER REPORT

Table 5 (cont'd)

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY** APRIL 2022

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
SOUTH AFRICAN AIRWAYS	0	0	0	0	5	0	0	0	0	0	0	0	5
SWISS AIR	1	0	3	0	10	2	2	0	0	0	0	0	18
TAP	0	1	5	6	57	4	1	2	0	0	0	0	76
TURKISH AIRLINES	3	1	17	7	33	8	1	2	0	0	0	1	73
VIRGIN ATLANTIC AIRWAYS	1	0	2	0	7	2	0	0	0	0	0	1	13
VIRGIN AUSTRALIA	0	0	0	0	6	0	0	0	0	0	0	0	6
VIVAAEROBUS	4	0	1	1	10	1	0	0	0	0	0	0	17
VOLARIS AIRLINES	9	1	10	9	16	2	1	2	0	0	0	0	50
WEST JET	0	0	1	1	12	1	0	0	0	0	0	0	15
OTHER FOREIGN AIRLINES	3	0	11	9	48	7	4	1	0	0	0	1	84
TOTALS	102	17	191	129	713	180	33	27	2	0	0	15	1,409
TRAVEL AGENTS													
AMERICAN EXPRESS TRAVEL OFFICE	0	0	0	0	0	0	0	0	0	0	0	0	0
ASAPTICKETS.COM	0	0	3	0	15	0	0	0	0	0	0	0	18
CHASE TRAVEL	1	1	2	2	10	0	0	0	0	0	0	0	16
CHEAPOAIR.COM	1	0	4	8	18	0	0	0	0	0	0	0	31
EDREAMS.COM	1	0	8	2	12	0	0	0	0	0	0	0	23
EXPEDIA.COM	6	0	9	14	73	0	0	0	0	0	0	0	102
GOTOGATE	2	0	7	0	15	0	1	0	0	0	0	0	25
HOPPER.COM	0	0	1	1	4	0	0	0	0	0	0	0	6
JUSTFLY.COM	0	0	8	3	25	0	1	0	0	0	0	0	37
KIWI.COM	4	0	5	0	27	0	0	0	0	0	0	0	36
ORBITZ.COM	1	0	4	3	13	0	0	0	0	0	0	0	21
PRICELINE.COM	0	0	0	0	0	0	0	0	0	0	0	0	0
SMARTFARES.COM	0	0	0	1	9	0	0	0	0	0	0	0	10
SOUTHWEST VACATIONS	0	0	0	0	0	0	0	0	0	0	0	0	0
TRAVELOCITY.COM	1	0	1	3	8	0	0	0	0	0	0	0	13
TRIP.COM	1	0	0	1	4	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	6	0	14	18	80	0	2	0	1	0	0	0	121
TOTALS	26	1	72	63	329	0	4	0	1	0	0	1	497
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC. ** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

AIR TRAVEL CONSUMER REPORT

TABLE 6

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LIST OF LARGE U.S. MARKETING CARRIERS* (NON-RANKED, IN ALPHABETIC ORDER).

APRIL 2022		APRIL 2021	
AIRLINE	COMPLAINTS	COMPLAINTS	COMPLAINTS
ALASKA AIRLINES NETWORK	70	31	
- ALASKA AIRLINES	68	26	
- BRANDED CODESHARE PARTNERS	2	5	
ALLEGiant AIRLINES	110	35	
AMERICAN AIRLINES NETWORK	599	315	
- AMERICAN AIRLINES	491	269	
- BRANDED CODESHARE PARTNERS	108	46	
DELTA NETWORK	255	104	
- DELTA AIR LINES	217	97	
- BRANDED CODESHARE PARTNERS	38	7	
FRONTIER AIRLINES	383	71	
HAWAIIAN AIRLINES	22	19	
JETBLUE AIRWAYS	481	122	
SOUTHWEST AIRLINES	227	82	
SPIRIT AIRLINES	637	117	
UNITED AIRLINES NETWORK	326	212	
- UNITED AIRLINES	326	212	
- BRANDED CODESHARE PARTNERS	0	0	
TOTAL	3,110	1108	

* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays," section of this report.

AIR TRAVEL CONSUMER REPORT

TABLE 6A

AIR TRAVEL CONSUMER REPORT/ CONSUMER COMPLAINTS: LARGE U.S. OPERATING CARRIERS*

RANK	AIRLINE	APRIL 2022			APRIL 2021		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HORIZON AIRLINES	1	485,904	0.21	1	487,969	0.20
2	MESA AIRLINES	4	729,598	0.55	1	806,346	0.12
3	SKYWEST AIRLINES	37	3,534,572	1.05	13	2,514,981	0.52
4	PSA AIRLINES	18	1,163,241	1.55	10	1,009,581	0.99
5	ENDEAVOR AIR	18	1,137,465	1.58	3	903,664	0.33
6	SOUTHWEST AIRLINES	227	12,996,950	1.75	82	9,482,089	0.86
7	DELTA AIR LINES	217	12,071,401	1.80	97	6,010,219	1.61
8	REPUBLIC AIRWAYS	36	1,697,954	2.12	18	1,421,139	1.27
9	ENVOY AIR	29	1,265,188	2.29	10	1,041,261	0.96
10	ALASKA AIRLINES	68	2,721,538	2.50	26	1,765,947	1.47
11	HAWAIIAN AIRLINES	22	802,858	2.74	19	437,753	4.34
12	UNITED AIRLINES	326	9,184,633	3.55	212	4,589,476	4.62
13	AMERICAN AIRLINES	491	12,391,551	3.96	269	8,559,744	3.14
14	ALLEGiant AIR	110	1,531,942	7.18	35	1,026,930	3.41
15	JETBLUE AIRWAYS	481	3,487,370	13.79	122	2,232,326	5.47
16	FRONTIER AIRLINES	383	2,033,513	18.83	71	1,719,240	4.13
17	SPIRIT AIRLINES	637	3,004,456	21.20	117	2,515,593	4.65
	TOTAL	3,105	70,240,134	4.42	1,106	46,524,258	2.38

* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are listed in this table are the same carriers that are ranked in the "Flight Delays," section of this report.

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for April 2022

This table includes complaints to the U.S. Department of Transportation's Aviation Consumer Protection Division* that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex**. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

Airline	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
AMERICAN	1		1				
JETBLUE	1			1			
SOUTHWEST	1			1			
UNITED	2						
TOTAL	5		1	2			

To file an airline civil rights complaint: <https://www.transportation.gov/airconsumer>

**One complaint may raise multiple grounds for discrimination. The Office of Aviation Consumer Protection categorizes each complaint based on the primary ground of the alleged discrimination.

COMPLAINT CATEGORIES

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with DOT oversales regulations.

Reservations, Ticketing, Boarding: Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers, unsatisfactory seat assignment (non-disability), problems with family seating.

Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, sexual assault/misconduct, and others not classified above.

AIR TRAVEL CONSUMER REPORT

April 2022 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals

During Air Transportation

14 CFR Part 235 of DOT regulations requires U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats to report to DOT on any incidents involving the loss, injury or death of an animal in its scheduled domestic or international passenger transportation. An "animal" for this purpose is (1) any animal which at the time of the transportation was being kept as a pet in a family household in the United States or (2) any dog or cat which was shipped as part of a commercial shipment on a scheduled passenger flight, including shipments by trainers and breeders.

An airline is required to submit a report for any month in which it experienced such a loss, injury or death during air transportation. DOT publishes these reports monthly and also forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear on this website are redacted to remove identifying information about individuals, including the owner of the animal.

A statistical summary of the reports appears in the table below. To see the redacted version of the actual reports filed by these airlines, click the airline's name.

Carrier	Death	Injury	Loss
HAWAIIAN AIRLINES	1	0	0
Totals:	1	0	0



**U.S. Department of Homeland Security, Transportation Security Administration
Customer Service Report for April 2022 ^a**

The Transportation Security Administration (TSA) screened approximately 62.0 million passengers at screening checkpoints and 36.7 million checked bags at baggage screening locations in April 2022.

Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values customer feedback and encourages passengers to contact the agency if the level of service provided to them does not meet their expectations ^b.

In April 2022, TSA received 15,120 complaints (i.e., a description of a negative experience) from the general public via phone or email (or 24.5 complaints per 100,000 passengers ^c). Below is a more detailed breakdown:

Courtesy		Screening of Personal Property		Screening of Passengers		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
733	1.2	525	0.9	13,210	21.4	89	0.2

Civil Rights		Other TSA-related		Non-TSA related, Airline		Non-TSA related, All Others	
Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c	Number of Complaints	Complaints per 100,000 Passengers ^c
346	0.6	91	0.2	58	0.1	78	0.2

In addition, TSA processes claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. Checked baggage is primarily handled by the airlines. TSA screens most checked baggage using automated screening technology. TSA physically searches only a small percentage of checked baggage. Consequently, the data below for checked baggage includes claims for which TSA and/ or the airlines may be liable.

Claims Received Regarding Loss or Damage to Property		
Checkpoint (TSA)	Checked Baggage (TSA and/ or Airline)	Claims per 100 Checked Bags
204 ^d	165	0.0005

REFERENCES

^a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, Transportation Security Administration, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@tsa.dhs.gov, or telephone, (866) 289-9673. TSA Contact Center representatives are available from 8:00AM to 11:00PM EST, Monday through Friday, and Weekends and Holidays, 9:00AM to 8:00PM.

^c The complaints per 100,000 passengers' metric is calculated as follows: # of Complaints divided by # of Airline Passenger multiplied by 100,000 (e.g. 300 complaints / 20,000,000 passengers * 100,000 equals 1.50). In this example, TSA experienced 1.5 complaints for every 100,000 passengers that TSA screened.

^d TSA records the number of passengers screened at checkpoints rather than the number of bags or items screened at TSA checkpoints. Therefore, this table does not present the rate of claims regarding loss or damage to property compared to the total number of items screened at checkpoints.

DEFINITIONS

<p><u>Courtesy:</u></p> <p>Includes complaints about unprofessional or discourteous treatment by the TSA screening workforce, TSA screening management, or TSA Contact Center personnel.</p>	<p><u>Screening of Personal Property:</u></p> <p>Includes complaints about mishandling of passenger property (damaged and/ or missing items/ locks/ baggage) in both the checkpoint and checked baggage screening settings.</p>	<p><u>Screening of Passengers:</u></p> <p>Includes complaints about screening to include Advanced Imaging Technology, Identification, Patdowns, Prohibited & Permitted Items, and TSA PreCheck, but excludes Property.</p>	<p><u>Wait Times (Checkpoint):</u></p> <p>Includes complaints about excessive wait times and/ or lengthy lines in general or due to routine lane closures at specific time periods (early morning, late night, etc.).</p>
<p><u>Civil Rights:</u></p> <p>Includes complaints about alleged discrimination or harassment based on race, color, national origin, sex, religion, age, disability, genetic information, sexual orientation and parental status.</p>	<p><u>Other TSA-related:</u></p> <p>Includes complaints about TSA-related matters that are not passenger screening-related, such as Cargo, DHS TRIP, FAMS, FOIA, General Aviation, HAZMAT Endorsement, HR, and TWIC.</p>	<p><u>Non-TSA related, Airline:</u></p> <p>Includes complaints about Non-TSA related matters, specifically Airline-related, such as baggage requirements, lost baggage, policy/ regulations, and wheelchair assistance.</p>	<p><u>Non-TSA related, All Others:</u></p> <p>Includes complaints about Non-TSA related matters, specifically not Airline-related, such as CBP, Department of State, FAA, Others (e.g. CDC is a recent example), or no referral.</p>